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ABSTRACT

In spring 1991, a survey was sent to all 937 1989-90 Associate in Arts/Science (AA/AS) graduate and certificate recipients of Rancho Santiago College (RSC) to identify their current activities and to obtain their opinions about the college experience at RSC. Study findings were based on 374 usable responses, 81% from AA/AS degree recipients and 19% from certificate recipients. Findings included the following: (1) 63% of the AA/AS degree recipients and 43% of the certificate recipients were enrolled at another school, and of these, 71% and 68%, respectively, stated that RSC prepared them well for upper-division work; (2) in terms of skills acquired while at RSC, "becoming acquainted with different fields of knowledge" received high ratings, while "using the library for research" received lower ratings; (3) of graduates still in school, 84% of the AA/AS recipients and 78% of the certificate recipients were working 20 or more hours per week, while among graduates who were not in school, 94% of the AA/AS recipients and 85% of the certificate holders were employed; (4) 68% of the AA/AS degree recipients and 76% of the certificate recipients reported being employed in areas related to their field of study at RSC; (5) 95% of the AA/AS degree recipients and 92% of the certificate recipients reported that instruction at RSC prepared them for work; (6) only 2% of the graduates were not pleased with their experiences at RSC; (7) highest satisfaction ratings for RSC services were for admissions and registration, while job placement received significantly lower ratings; and (8) graduates reported very low involvement in RSC extra-curricular activities; and (9) more women and younger students were among the AA/AS degree graduates, while certificate recipients were 62% male. (PAA)

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RANCHO SANTIAGO COLLEGE

RESEARCH · PLANNING
RESOURCE DEVELOPMENT

Report

Rancho Santiago College Graduate Student Survey

Nga Pham

September 1991

JC920078

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Introduction

The purpose of this survey was to discover how our former students are doing one year after graduating and their overall impression of campus life while they were at Rancho Santiago College. In the Spring semester of 1991, the Research Office sent this survey to every 1989-90 Associate of Arts/Sciences graduate and Certificate recipient. 374 students (out of 682 AA/AS graduates and 255 certificate recipients) responded. Their assessment of RSC and the services/programs offered are of great value and can give program staff an idea of areas which are well-received and those which may require changes.

It is the desire of the RSC Research Committee to survey graduates each year in order to observe any differences from one group of students to the next. With this idea, we hope to find trends throughout the years in order to better serve future students.

STUDENTS WHO ARE STILL IN SCHOOL

Summary of Findings

- The majority of the graduates with Associate of Arts degrees are currently enrolled at another school (63%), but only 43% of the Certificate recipients are still in school.

- Most of our former graduates are attending CSU, Fullerton -- 46% of our Associate of Arts graduates and 19% of our Certificate recipients.

- A large portion of our students are still attending other community colleges, 36% of the Certificate recipients and 16% of our Associate of Arts graduates.

- Of those students who are still in school, 71% of the AA graduates said that RSC prepared them well for upper-division work at their present school, while 68% of the Certificate recipients said that also.

- 11% of the students currently enrolled at another school reported their current major as Business Administration, 7% Liberal Studies, 6% Finance, and 5% in each of the Nursing and Communication majors.

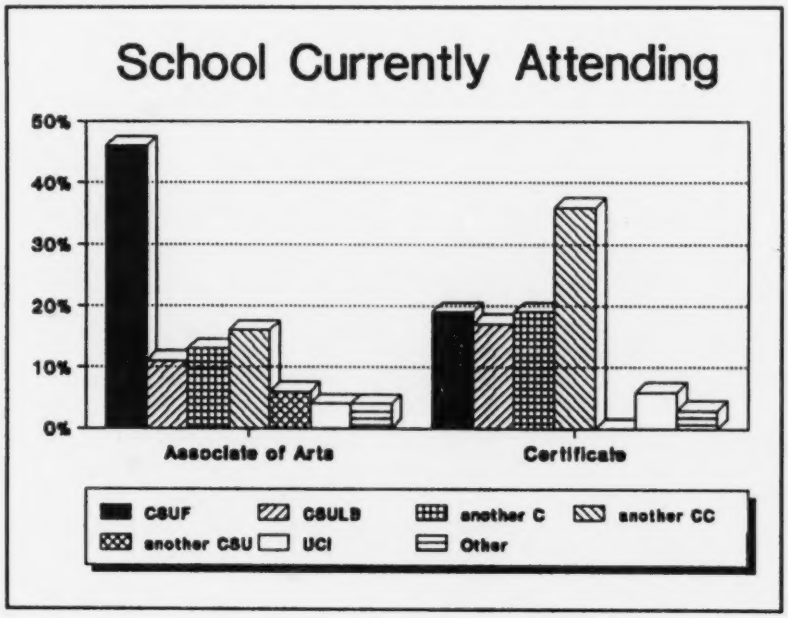
- Students reported that RSC prepared them well in skills such as "becoming acquainted with different fields of knowledge" and "becoming aware of different philosophies, cultures, and ways of life", but rated skills such as "developing an understanding and enjoyment of literature", "using the library for research", and "using computers for course work" lower.

Are the students currently attending school?

Currently Attending	AA/AS	Certificate
Yes	63%	43%
No	37	57

Of the students enrolled in school, which school are they attending?

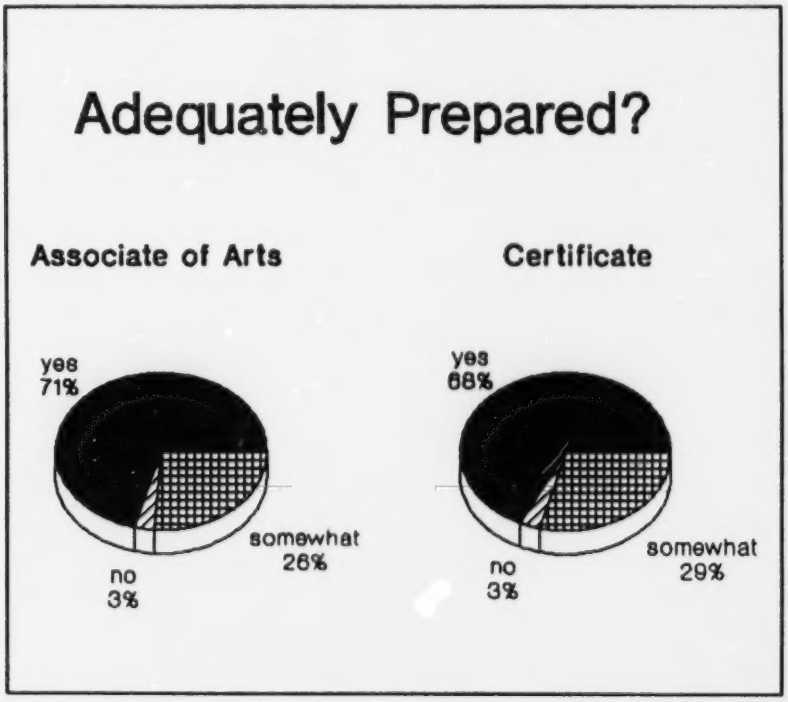
School Attending	AA/AS	Certificate
CSU Fullerton	46%	19%
Other community colleges	16	36
Other colleges	13	19
CSU Long Beach	11	17
Other CSU campuses	6	-
UC Irvine	4	6
Chapman College	2	-
Cal Poly Pomona	1	3
Other UC campuses	1	-



Were the students adequately prepared by the instructors of RSC to effectively deal with upper-division work at their present school?

Of those 63% (n=191) graduates of Associate of Arts and 43% (n=31) recipients of Certificate who are currently enrolled in school:

Adequately Prepared	AA/AS	Certificate
Well prepared	71%	68%
Not prepared	3	3
Somewhat prepared	26	29



Students' comments on their responses and impressions of the quality of the academic preparation offered at RSC can be found in **Appendix A**.

What is the respondents' major now?

- 11% Business Administration
- 7% Liberal Studies
- 6% Finance
- 5% Nursing
  5% Communication - broadcasting
- 4% Computer Science
- 3% Child Development
  3% Engineer
  3% Psychology
  3% Marketing
  3% Accounting
  3% Engineering
- 9% Other
- 2% Fire Science
  2% Human Services
  2% International Business
  2% Sociology
  2% Biological science
  2% Management Information
  2% Political Science
  2% History
  2% Law
  2% Management
  2% Undecided
- 1% Criminal Justice
  1% Art
  1% English
  1% Public Administration
  1% Theater/Dance
  1% Computer Information System
  1% Education
  1% General Studies
  1% Health Science
  1% Interior Design
  1% Manufacturing
  1% Physic
  1% Social Ecology

How well did Rancho Santiago College prepare the students in each of the following skills:

Of those who are currently enrolled in school:

Skills	high %	%	%	low %	mean*
♦ becoming acquainted with different fields of knowledge	34	49	14	4	3.1
♦ becoming aware of different philosophies, cultures, and ways of life	32	47	16	5	3.1
♦ becoming clearer about my own values and beliefs	31	46	15	7	3.0
♦ gaining information about career opportunities	26	44	22	9	2.9
♦ learning more about other parts of the world and other people	26	39	27	8	2.8
♦ developing an interest in political and economic events	20	41	30	9	2.7
♦ writing essays and reports	16	53	26	6	2.8
♦ how to study effectively	16	45	32	8	2.7
♦ developing an understanding and enjoyment of literature	15	37	39	9	2.6
♦ using the library for research	16	41	32	11	2.6
♦ using computers for course work	15	30	33	23	2.4

* On a scale of 1 to 4, 4 being the highest and 1 being the lowest.

STUDENTS WHO ARE CURRENTLY EMPLOYED

Summary of Findings

- Of those respondents who are still in school, 84% of the AA/AS graduates are employed, and 67% of those work 20 or more hours a week. 78% of the Certificate recipients work 20 or more hours a week while 13% work less than 20 hours a week.

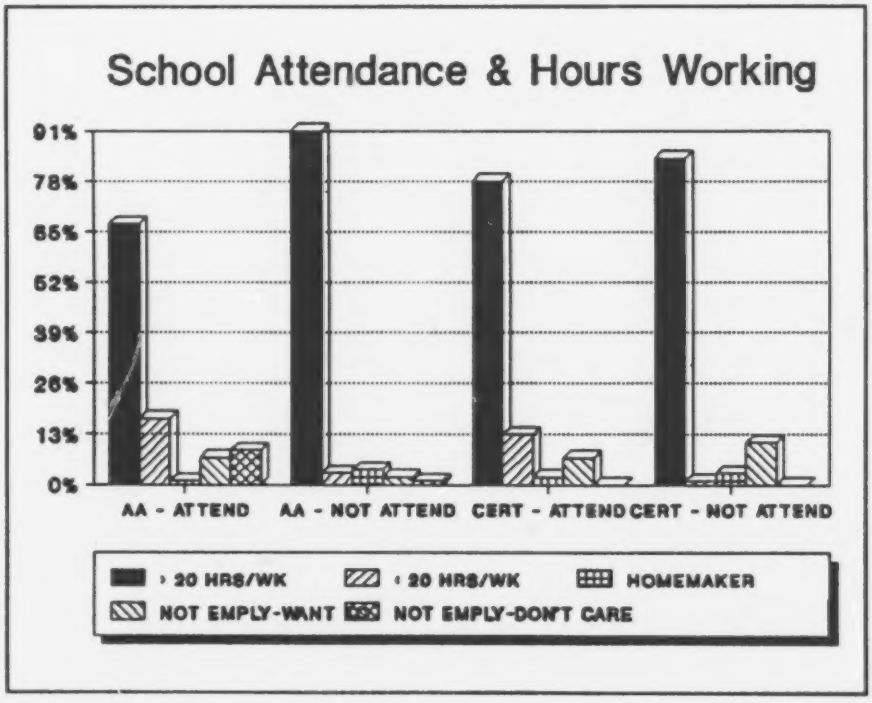
- Of those respondents who are **not** in school, 94% of the AA/AS graduates and 85% of the Certificate recipients are working.

- Certificate recipients reported a higher percentage (76%) of working in their field of studies while 68% of the AA/AS graduates also reported the same.

- Ninety-five percent of the AA/AS graduates and 91% of the Certificate recipients said instruction at RSC prepared them for their work.

What is the respondents' primary employment or occupation status at this time?

Occupation Status	AA/AS	Certificate
CURRENTLY ENROLLED IN SCHOOL		
Employed > 20 hrs/wk	67%	78%
Employed < 20 hrs/wk	17	13
Homemaker, not employed outside	1	2
Not employed but would like to work	7	7
Not employed while attending school	9	-
NOT IN SCHOOL		
Employed > 20 hrs/wk	91%	84%
Employed < 20 hrs/wk	3	1
Homemaker, not employed outside	4	3
Not employed but would like to work	2	11
Not employed while attending school	1	-



Is the respondents' job related to their studies at RSC?

Of those who are currently working more than 20 hours/week:

Job Related	AA/AS	Certificate
Yes	45%	59%
Yes, marginally related	23	17
No, not at all	33	25

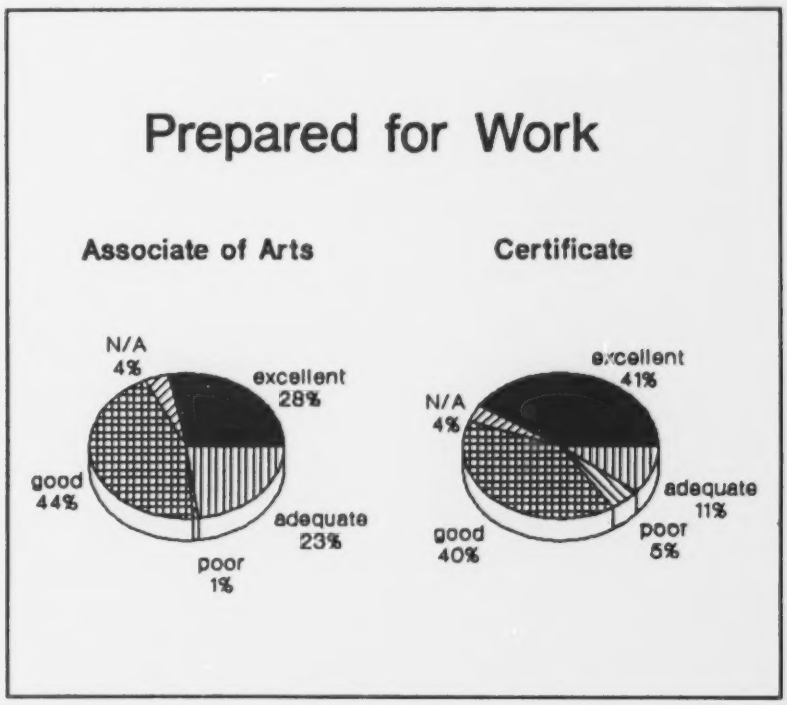
What is the respondents' present job title?

- 8% RN/Clinical Nurse/Staff Nurse
  8% Fire fighter/Division Chief
- 7% Clerk/Clerical Assistant
- 5% Sales/Representative
- 4% Secretary/Receptionist
  4% Manager/Assistant Manager
- 3% Electronic Technician
  3% Computer Operator/Technician
  3% Office Manager/Coordinator
- 2% Accountant
  2% Instructional Assistant/Tutor
  2% Paralegal
  2% Machinist
  2% Pre-School teacher/Teacher
- 25% Other
- 1% Administration Assistant
  1% Data Entry/Word Processor
  1% Waiter/Waitress
  1% Engineering/Assistant
  1% Production Supervisor/Office
  1% Director/Chief of Staff
  1% Owner/Self employed
  1% Bookkeeper
  1% Coordinator
  1% Loan Counselor/Officer
  1% Counselor
  1% Package Driver/Delivery Driver
  1% Consultant
  1% Deputy Probation Officer
  1% Designer
  1% R & D Designer Engineering
  1% Maintenance/Mechanic
  1% Medical Assistant
  1% Pharmacy Technician
  1% Security

Overall, how well did RSC prepare respondents for their job?

Out of those who are working more than 20 hours/week and said that their job is related to their studies:

	AA/AS	Certificate
Excellent preparation	28%	40%
Good preparation	44	40
Adequate preparation	23	11
Poor preparation	1	5
Not applicable	4	4



STUDENTS' SATISFACTION WITH SERVICES PROVIDED BY RSC

Summary of Findings

- The majority of our former students were pleased with their experiences at RSC, while only 2% were not pleased.

- Many students were not aware of the full range of programs and services provided by the college. Respondents commented that they only came on campus to attend classes, not to participate in extra activities.

- Admissions and Registration received the highest percentage of "very satisfied" ratings the different services provided by RSC, while Personal Counseling received 36% satisfaction by those who used that particular service.

- Involvement in extra-curricular activities was very low, most often due to employment, family, and other personal obligations.

- While 99% of the students used services such as Admissions and Registration and the Bookstore, 96% used parking facilities, and 93% used the library. Most of the other services/programs were not widely used.

Students were asked to circle the appropriate number on a scale of 1 to 3, indicating their satisfaction with the following services provided at RSC.

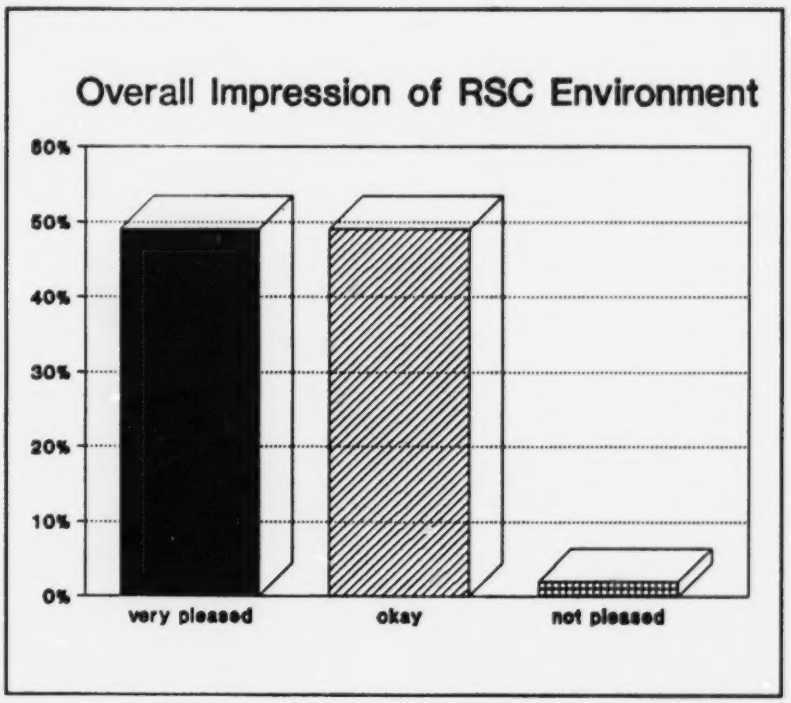
Services	very satisfied %	satisfied %	dissatisfied %	did not use %	mean*
♦ Admission and Registration	37	58	5	1	2.8
♦ Bookstore	27	61	12	1	2.8
♦ Library	29	63	8	7	2.7
♦ Parking	20	58	22	4	2.7
♦ Food Services/Cafeteria	20	64	17	16	2.5
♦ Academic Counseling	29	48	24	10	2.4
♦ Placement Testing	18	68	14	18	2.4
♦ Campus Security	21	65	14	34	2.1
♦ Computer Services	21	62	17	47	1.9
♦ Health Center	34	56	11	46	1.8
♦ Personal Counseling	36	43	21	42	1.8
♦ New Student Orientation	21	59	20	45	1.8
♦ Tutoring Center	34	52	14	52	1.7
♦ Career Planning Center	27	56	17	52	1.7
♦ College Cultural Programs	27	65	8	59	1.6
♦ Recreational & Athletic Programs	26	68	7	60	1.6
♦ Financial Aid Office	22	50	28	63	1.5
♦ Job Placement Office	13	56	31	65	1.5
♦ EOPS	24	54	22	74	1.4
♦ Veteran Services	22	55	23	80	1.3
♦ Child Care	21	59	20	83	1.2

* On a scale of 1 to 3, with 1 being dissatisfied and 3 being very satisfied.

Students' comments on their responses and impressions of their satisfaction with the various services/programs offered at RSC can be found in **Appendix B**.

What was the respondents' overall impression of RSC student life and social and campus environment?

- 49% were very pleased
- 49% said okay
- 2% were not pleased



Students' comments on their responses and impressions of the quality of the student life and social and campus environment at RSC can be found in the **Appendix C.**

GENERAL INFORMATION ABOUT ALL GRADUATES

Summary of Findings

- 81% of the returned surveys are from graduates of Associate of Arts degree while the remaining 19% are from the recipients of Certificate.

- AA/AS degree graduates are generally younger than those receiving Certificate recipients.

- While the average number of semesters attended RSC by graduates of Associate of Arts was 4.6, the students who received certificates attended an average of 4.5 semesters.

- While attending Rancho Santiago College, 20% of the graduates majored in Liberal Studies, 18% in Business Administration, 8% in Nursing, 7% in Fire Technology, 6% in Electronics, and the other 41% in a wide variety of studies.

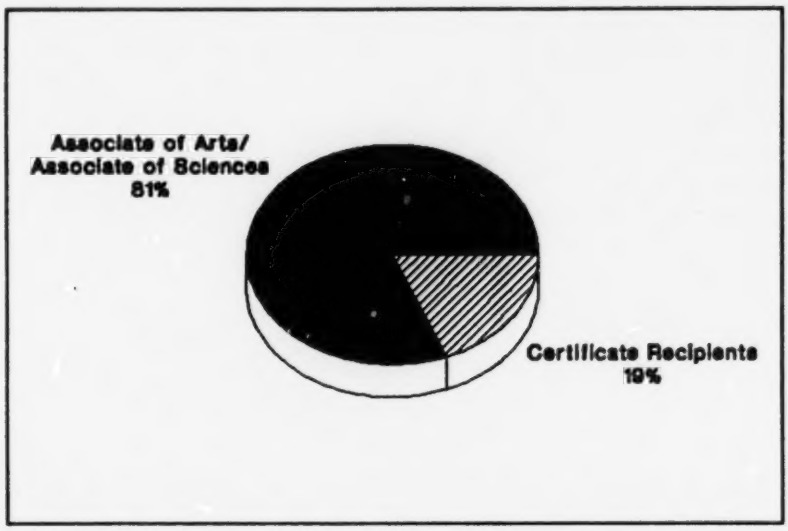
- Fifty-six percent of the AA/AS degree graduates earned 60 or more units while at RSC. Thirty-one percent of the Certificate recipients earned at least the same number of units.

- There were slightly more females in the AA/AS program than males; however, 62% of the students in the Certificate program were male.

- The majority of the graduates were White (58% and 41%, AA/AS and Certificate respectively), followed by Hispanics (12% and 7%), Asians (8% and 15%).

Who returned the survey?

- 81% (n = 303) of the returned surveys were from Associate of Arts graduates
- 19% (n = 71) of the returned surveys were from Certificate recipients



What were the graduates' majors?

RSC awarded 682 Associate of Arts degrees and 255 Certificates in the 1989-90 academic school year:

Associate of Arts:

- 34% Liberal Arts
- 14% Business Administration
- 11% Nursing
- 9% Fire Technology
- 6% Legal Assistants
- 3% Electronics Technology
- 2% Accounting
- 2% Computer Information Systems
- 2% Criminal Justice
- 2% Computer Science
- 2% Human Development
- 13% Other Degrees

Certificate:

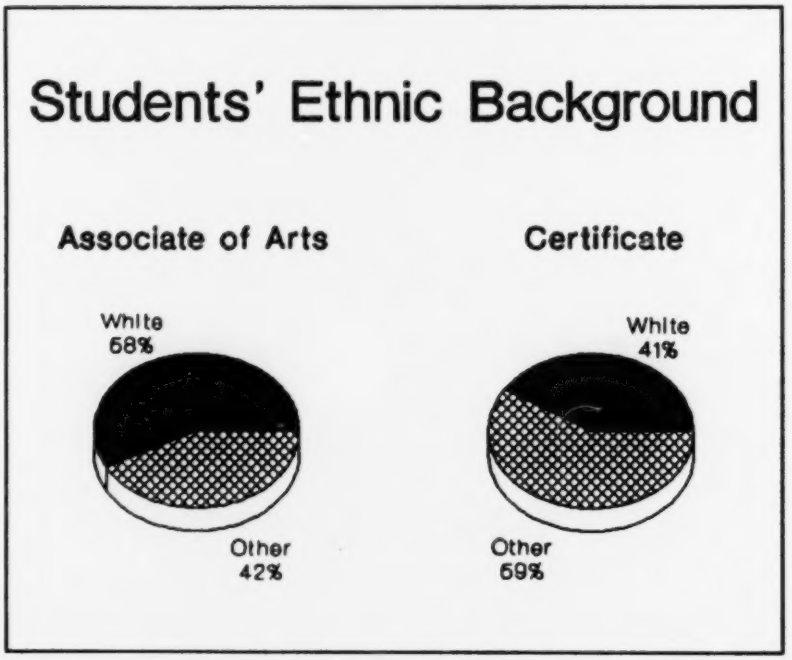
- 15% Electronics Technology
- 12% Office Technology
- 11% Machine Technology
- 7% Management
- 6% Gemology
- 5% Communications
- 4% Computer Science
- 4% Engineering
- 4% Human Development
- 4% Pharmacy Technology
- 4% Environmental Studies
- 37% Other certificates

What gender were the 1989-1990 graduates?

	AA/AS	Certificate
♦ Male	47%	62%
♦ Female	53	38

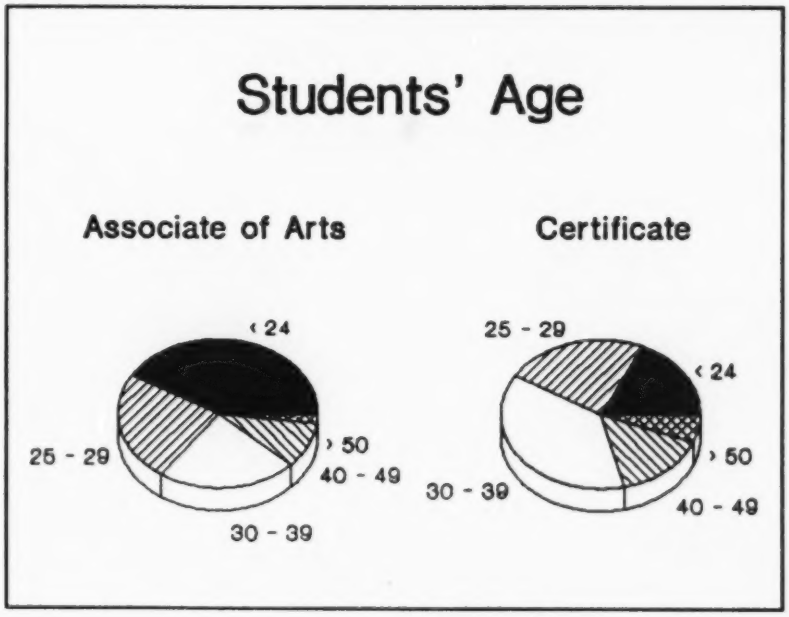
To which ethnic background did the students belong?

Ethnicity	AA/AS	Certificate
♦ White	58%	41%
♦ Hispanic	12	7
♦ Asian	8	15
♦ African/American	4	2
♦ Other	1	1
♦ Non-Resident	17	34



How old were the students when they graduated from RSC in 1989-90?

Age	AA/AS	Certificate
♦ < 24	42%	18%
♦ 25 - 29	24	23
♦ 30 - 39	23	37
♦ 40 - 49	10	15
♦ > 50	2	6



How many units did the students complete while at RSC?

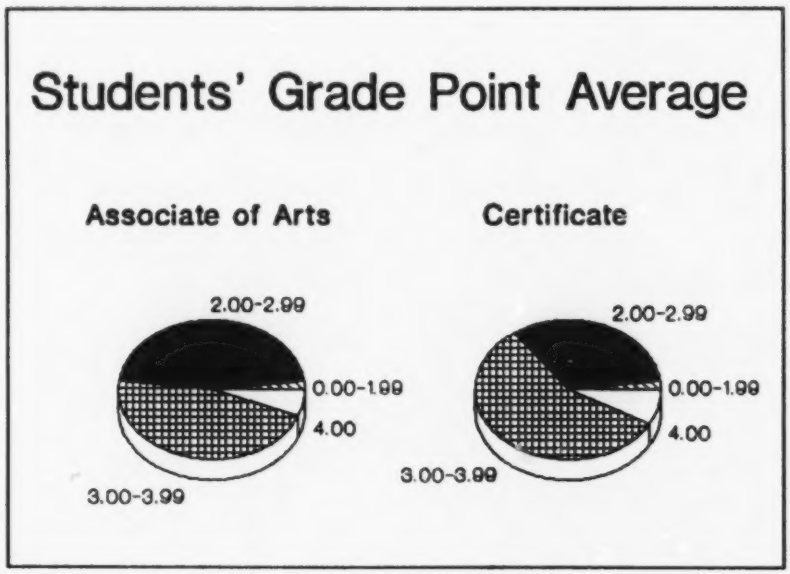
Units	AA/AS	Certificate
0 - 15	4%	6%
16 - 29	7	24
30 - 45	13	18
46 - 59	20	22
≥ 60	56	31

How many semesters did the students complete while at RSC?

Semesters	AA/AS	Certificate
0 - 4	79%	80%
5 - 6	-	2
7 - 8	-	2
9 - 10	-	2
11 - 12	1	3
$\geq$ 13	19	11

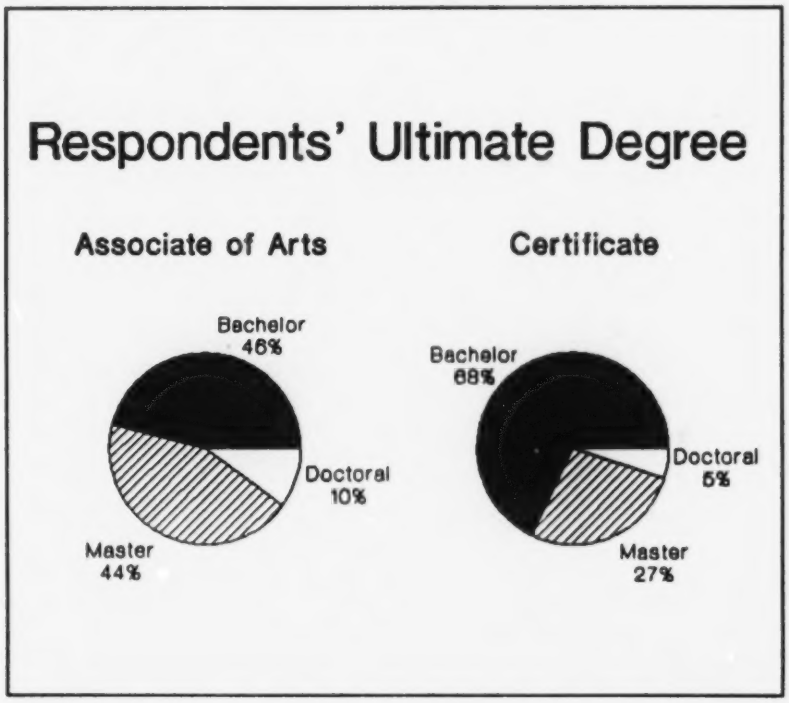
What were the students' grade point averages when they graduated?

GPA	AA/AS	Certificate
0.00 - 1.99	2%	2%
2.00 - 2.99	46	33
3.00 - 3.99	46	57
4.00	6	8



What is the highest degree that the respondents ultimately plan to earn?

Ultimate Degree	AA/AS	Certificate
Bachelor	46%	68%
Master	44	27
Doctoral	11	5



APPENDICES

The number in parentheses after each comment represents the number of respondents who expressed a similar thought.

Comments expressed by five or more respondents are highlighted.

APPENDIX A

Quality of the Academic Preparation Offered at RSC?

Students' Impressions About on the Quality of the Academic Preparation Offered at RSC:

- **Positive Comments...**

I enjoyed the small classes, easy registration, and ability to meet instructors. Instructors were tough but fair (1)

I am currently attending RSC to complete the my General Education requirement for the B.A. (1)

I've changed majors and presently attends Rancho (3)

I recently received a vocational certificate which doesn't transfer. I feel my education was excellent though (1)

I've learned a lot while attending RSC. It helped me to start a new life in U.S.A. You have done a good job, so keep it up (1)

Very good academic preparation (14)

In general that preparation is good with lots of help offered to the student if he or she wants it (7)

RSC college courses were high quality learning experiences augmented by knowledgeable professors (2)

Very good biology areas, history area poor. Other transferrable units in the Psychology, English, Political Science Departments also good (1)

RSC taught me study skills and the importance of good grades (2)

Your Math Learning Center was, and I hope still is, a very good building block- for math preparation (1)

The faculty did a good job in preparing me for upper division work (12)

RSC I felt, was a great preparatory school that enhanced my chances of doing work at the university (7)

I am very pleased with the education I received at Rancho I live closer to Saddleback and I am now taking anatomy & physic for: Nursing; I am very pleased with the education I received at RSC. I would of liked to have taken a computer class before transferring (1)

The quality of my education at RSC was equal to if not better than CSUF. I was impressed with how much effort my RSC professors put toward each course (1)

RSC has a better teaching staff than CSUF. RSC teachers care more than CSUF. CSUF teachers are like recorded robots (1)

I am graduating from UC Riverside in June 1991 and the professors of UCR pale in comparison to those at RSC regarding availability & attitude towards students (1)

I will be attending UCI winter 1992. My RSC classes helped prepare me. I think RSC instructors should assign more term papers and term projects (1)

The main difference between RSC and UCI is textbooks used and most of my UCI classes use journal articles. I liked the smaller classes at RSC (1)

Classes are not as intense at RSC as compared to U of A (1)

I was prepared, except in the area of writing papers. Almost every class I've had at CSUF makes you write a 5 - 10 page paper, while at RSC I had only written a couple of papers (5)

This spring is my first semester at CSU Long Beach. So far, I am doing OK. Therefore I can only say I am somewhat prepared (1)

Generally, it was OK. But the upper division Business Education courses were tougher than expected. RSC is a bit lenient as compared with CSU (3)

Although you could see at Long Beach a dramatic difference between those students who don't really care at RSC from the intensely competitive students at CSULB, I felt well prepared to compete with the other undergrads (1)

The type of work I do now is the same as I did at RSC (1)

I am not at CSUF yet due to financial difficulties. I think the academic preparation at RSC will be more than adequate for my work at CSUF (1)

I was a part-time student at RSC. Becoming a full-time student at CSUF has been a difficult transaction (1)

It was OK, however maybe a little to easy - the work at CSUF is much harder (2)

RSC needs to tailor it's business program more towards the CSU requirements (1)

I got a BA at UCLA and went back to RSC for new career. CSUF's MBA program doesn't even compare to undergrad classes at RSC (1)

Every subject at CSUF seems to be computerized. If you have not used a computer at RSC, you may not make it elsewhere (so it seems!) (1)

Superbly the best preparation (18)

I feel the quality of the academic preparation offered at RSC is good, but I also feel I was not as involved as I have to be now that I am at Cal State Long Beach (1)

Very effective and high quality level (5)

Excellent! Would recommend RSC to anyone for further education (3)

I was more than prepared. RSC was much harder (3)

Rancho Santiago provided me with a well-rounded educational background and I am still achieving equal or better grades at the university; RSC is definitely on track when preparing students for CSU or UC institutions (3)

- **Instruction...**

The ESL program helped me get prepared (1)

English & Chemistry gave students good preparation for upper division (1)

I was very pleased with the R.N. program. The instructors were great (1)

Teachers like Mr. Holdgrafer (2), Mr. Mabbutt, Dr. Osborne, and Mr. Goldmann were helpful (1)

The Tutorial Learning Center and Dr. Michael Trevitts anxiety workshops as well as Gloria Davenports Re-entry programs was invaluable to me (1)

My classes with Mr. Holdgrafer and Dr. Osborne proved most helpful (1)

Mr. Bates and Miss McKim taught with the same demanding style as is required by most professors at UCI: Lots of tests that make the student really <u>think</u> (1)

Excellent Art Department. Especially Dr. Goldmann, Geyer, and McCormack (1)

All my business instructors were excellent, especially Mr. Beigbeder, Mr. Honeker, and Dr. Alverson (2)

All of my courses and instructors have been great. The counseling office (Dr. Lee) was extremely helpful in the past to get me on track (1)

Some classes more than others however, all classes were pretty good. Charlene Pearson helped the most! She helped with my major (1)

I love RSC, memories will last a lifetime, friendships too. If not for counselor Mr. Boggus I never would have gotten back to school (1)

The majority of instructors are committed to a quality job (5)

The teachers at RSC are much more attentive to the needs of students (5)

The quality of instruction at RSC is high. I feel I received much aptitude from how/what the instructors taught in addition to the required material. However, I felt that later when I was at Whittier, that the RSC educational course was aimed towards those who had narrow pursuits into the future. "2 yr. education and stop" at RSC was how I felt after attending Whittier for a semester, where the outlook is always far beyond a four year education. I realize that Junior College and are commanded towards individuals whose pursuits are in vocational areas or who plan on just two years' of "catch up" work or what have you. I feel that perhaps those people who have submitted upon their applications, "AA degree and transfer to a 4-yr school" had ought to be grabbed by the counselors and coached into a 4-yr and beyond mentality. I found I was taking many courses I needed not to and the core curriculums were taught with little emphases on furthering the education of the students, so if there were some programs or ways that I as a student at RSC could have been directed by those in the counseling center, as I went there a time or two during each semester, to better prepare myself for a 4-yr institute, to mentally adopt to the understanding that Junior College's are mainly for "2-yr only" students but that more adaption and adjustment needs to be made in order to academically do well here and then smoothly move into a "4-yr institute" mentality. I appreciate all that RSC, she did for me. My professors were marvelous instructors, always available to speak with them in "off" hours and always teaching us more than the requirements of class. I received a great experience from RSC. in teachers, extra curricular activities, tutoring center, library resources, etc. Thank you (1)

Excellent - Several of my instructors used the technique at an university level (1)

RSC prepared me well for CSUF. I developed good, and positive study habits, and time management skills (2)

Thought that the level of competency at RSC was of great value to my transfer. Excellent academic preparation in Human Development. I'm very happy (1)

Rancho Santiago College has excellent instructors; I am glad I had the opportunity to attend this community college (2)

The psychology instructors I had at RSC were excellent! I was very well prepared for upper division work (1)

Strong foundation with reliable teachers (2)

Instructors of the Communications department is particularly energizing (1)

I enjoyed it completely. Plenty of help by the teachers and faculty...outstanding (3)

At RSC I was taught to research well, think out concepts and theories. Instructors were well qualified and adept at teaching (1)

- **Negative comments...**

The school is not well accepted in the community or the work place. I have had interviewers laugh about my classes at RSC (1)

Counseling both academic and personal was inadequate, some of the counselors do not know what they are doing. They lead students into confusion (3)

Some class did not cover all material which is expected to be cover (1)

Inadequate (1)

The main problem is that one cannot study effectively in the library due to interruptions from noisy students (1)

Level of work not close to the level needed for a Top Ten University (1)

Some computer science classes here are not well prepared for students (2)
Community colleges don't prepare you for the work load of upper class courses at 4 year colleges (1)
The dance department needs improvement. The classes are somewhat balanced but performance opportunities are not (1)
RSC seemed to be an extension of high school, with light homework and nominal term assignments (3)
The degree of studies now are much greater than at Rancho (1)
Some department offer excellent quality, ie. chemistry. Electronics department is the most bogus (1)
I think overall, if people take advantage of their educational and instructional opportunities at Rancho - that they will do well - but emphasis needs to be on essays and writing skills (10)
The only area that did not prepare me was English. I believe the instruction I received from Mr. _____, English 101, was less than adequate. I had to rely on my own ability and proof readers (1)
Pretty well prepared EXCEPT in Economics - RSC should hire and retain more full time instructors - part time instructors don't care and don't teach as well (1)
Classes should have been more in depth (5)
There were a few credits that did not transfer - Health - English Literature - P.E. (1)
I fell unprepared for the job world even after graduation, so that is why I am still attending RSC (1)
International office is not really helpful. I heard from a lot of people that they do not help students (1)
It varied greatly from semester to semester. Some excellent, some about average (1)
Fire science instructors as a group were extremely poor educators (1)
Too many of the full time instructors are involved in too many other projects and are often not in the classroom (1)
I think some of the professors rely on scantron testing too much (1)
My overall preparedness was applicable to my upper division work I entered after I transferred but I can say there were some instructors I had at RSC did not increase my level of preparedness; I wish RSC would require more writing assignments (2)
_____, Math, should change his method of teaching students (1)

- **Counseling...**

Very well prepared. Complements to overall & especially various counselors J. Earl and C. Pearson (1)
Need to stress to students the importance of counseling for school planning (5)
I feel a counseling "session" should be mandatory each year for <u>all</u> students (1)
I was advised by one counselor and another told me a better way to go (1)
The counselors were very helpful & eager to advise & understand their students (3)
As I progressed and proceeded to think beyond an AA - I have been encouraged and advised by several good counselors (1)
I enjoy the quality of counseling at RSC, I'm still taking classes there (2)
Most of the counseling at RSC are of high academic quality, only a few were not (1)
RSC offered "classes" to help choose a college, fill out University applications and were always very informative and helpful (1)

I would have liked to have more class discussions and student input at RSC (1)
Although I had several classes which were unchallenging, I would say overall, I learned what skills are necessary for my current studies (2)
Mix of difficulty but in general classes need to be harder (1)
The education and discipline learned in Chemistry and other science classes have helped me greatly (2)
Although I have my AA, there were a few classes that didn't transferred so I'm taking those now but I feel that I will definitely be prepared when I get to university (1)
Classes toward my major were very good. English classes were on the need improvement side (1)

- **Excellent Preparation by RSC...**

RSC prepared me well in Math (especially statistics which I need for my major now) Received a few helpful exercises in writing essays/reports (1)
The instruction varied. Sometimes it was excellent other times it was average (5)
I did not have any problems adapting to University studies or life (2)
If it were not for RSC I would not be attending school at this time (5)
The Human Development Program was great it help me a great deal (1)
I choose RSC rather than a 4 year program because of the opportunities with the broadcast and production facilities (2)
I went to RSC to learn about Fire Technology. The program was excellent (3)
Some teachers are more concern of students academics while others are not. More upper division emphasis is needed (2)
The specialized (major-related) courses offered at RSC by no way compare to the difficulty and intensity of the upper division curriculum offered at UC (1)
Some classes like English 101, Math and Social Studies were very helpful to me in my upper division courses (1)
I'm not in upper division. I felt I was offered adequate academic preparation. My classes were very thorough in the instruction received (6)
It ranged from adequate to excellent, but I haven't had enough upper level courses to compare fully (1)
My preparation at RSC made my upper division work seem easier at times, mainly because it was in my major (3)
I would have liked to have learned more about computers and the library (1)
If I could get my teaching credential at RSC I would, your staff is excellent! (1)
I think that RSC is well organized and assist the students till the limit that the students have hard time in unorganized environment (2)
It help me to better divide my times for studying and understand more (1)
RSC did an excellent job preparing me for a four-year college. I learned how to study and to apply myself to classes (2)
Knowledge instructors, the courses are well-prepared and there are good contacts in instructors and student relationship (2)
Some business courses were well prepared (such as Business Law, Accounting and Math) but others need to improve such as Computer Information System (1)

- **Other...**
  I am in a certificate program not requiring previous credits (1)
  I have transferable credits-but choose not to go on a higher degree at this time (1)
  I believe you can get what you want out of any school (1)
  Late registration and transfer greatly hindered my 1st semester at CSUF, starting classes late also having to partition for them (1)
  I'm taking a Beg. Piano class for fun (1)
  I thoroughly enjoyed all my classes and teachers as a senior citizen. I appreciate the knowledge I acquired (1)
  I managed to sneak through with minimum math and it will follow me forever (1)
  I got the confidence to further my education. I recommend RSC to others (1)

APPENDIX B

Services Provided by RSC

Comments Regarding Services Provided by Rancho Santiago College:

- **Organized Services...**

  I have found that these services are better organized, able to meet individual needs better than at the University level. They often seem too busy to care (1)

  I worked full time while going to school. I have favorable impression of RSC (1)

  I enjoyed my time at RSC and encourage others to attend. I had a very positive experience (1)

  Overall, RSC was a fair junior college, Although I feel minorities are still under-represented; Overall, I didn't realize it; but I miss Rancho... (1)

  Prefer RSC to local community colleges - more personal more organized (6)

  In all, I'm satisfied with the services offered by RSC (18)

  Thank you for your education (1)

  I'm really happy w/Rancho. If I had to start all over again I'd still pick Rancho as my community college (1)

  Well handled, well presented and received (2)

  It is a good school (13)

- **Warm Atmosphere...**

  I like to attend RSC because I feel warm & comfortable, besides everything is very inexpensive (3)

  I like the way the campus looks, friendly employees, and good teachers. I had a very good experience at RSC (3)

- **Financial Aid...**

  What I noticed was that EOPS did all the work in helping me, my brother, my sister and friends to apply for Financial Aid, instead of the Financial Aid people. EOPS helped me to succeed in College but the only thing I did not find interesting was the study skills 109 class, I think it is for a high school student level (1)

  I was turned down by financial aid and student loans. I received no advise as to what other resources were available (1)

  Need additional personnel in financial aid services. Francyne Bryant at Financial Aid helped me secure the necessary funds for my first semester (1)

  Financial Aid Office staff always behaved rudely, barring exceptions. Notable in this respect was the Student Business Office (1)

  The Financial Aid Office gave me inaccurate information (1)

  Financial Aid should be given to current status instead of past history, (ie. I was disabled when I returned to school. But was refused aid because of my prior years earnings) (1)

- **Job Placement...**

  More political and/or job related programs need to be introduced to students (1)

  Job placement is the weakest area in fire science program (1)

  I wish I had known about careers and whether they were in demand or not (2)

- **Cafeteria...**

  Please consider a healthier menu for the cafeteria. Not so much SUGAR in your overall menu. Revamp your cafeteria menu!! (1)

  Since I attended school at night I thought the cafeteria could stay open longer. Plus I enjoyed eating the Deli-meats, but they were put away by the time I got there. Cafeteria could be open later with food. Adults go to school from work and breaks to late too eat in Cafeteria (2)

  The foods is terribly expensive (4)

  Salad bar facilities questionable as to freshness and sanitary conditions - parts of plastic shields were missing and gnats appeared to be crawling on the fruit selection-hamburgers smelled like cooked in rancid fat-became ill afterward (1)

- **Academic Counseling...**

  Students should be highly motivated to meet with their counselor (1)

  Academic Counselors need to tell freshmen what classes to take in order to get their G.E. out of the way first, then decide on a major when they are ready (1)

  I plan to return to RSC to complete general education for entry in a university - and I do not look forward to speaking to a counselor about this - as they all seem to have different answers/courses required! (1)

  Academic counseling needs work - different counselors answered one question with totally different answers (5)

  I strongly feel that academic counselors need to be experts at what courses transfer & are needed towards G.E. requirements to UC & CSU systems!!! Give good advice not waste student's time in taking courses that don't count (3)

  Received no counseling; couldn't schedule; appointment canceled (1)

  My biggest problem was getting good information from counseling - I ended up just applying in CSUF and let the admission counselors there tell me what other classes I needed to qualify (2)

  Counseling was excellent (1)

  Dick Bartholomew was a major help in counseling (1)

  Howard Black guided me with his support and expertise. I would not have known where to begin without his help. He was my counselor (1)

  Excellent counselors - Betty Cotton (2) and Joyce Earl (1)

  Charlene Pearson is great to me, a big help (1)

  All counselors were extremely helpful - Shirley Stoabs was terrific in helping me with my classes. She had good ideas & made excellent suggestion. She really cared about my schooling (1)

  The counseling for re-entry adults needs improvement-A greater sensitivity to the needs of adults who may not be preparing for a career (1)

  My counselor helped with my resume was disorganized and unhelpful. I did better researching out resumes on my own. Later, he was rude and asked who did my resume for me (1)

- **Computer class and lab...**

  Basic computer classes for non-users not designed for company-user jobs (2)

  Too much history of computer - maybe a separate class (1)

  Need more PC's in the computer lab (3)

- **Instructors...**

  What I liked the best at RSC was the spirit of some of the teachers who encouraged us and helped us to get together with other students and feel part of a group. I also liked the teachers that treated us like human people and not like fools as some of them did...Sorry! After having attended 4 other colleges without completing any semester (dropped out), the fact that I graduated from RSC says a lot about the quality of RSC and the instructors that helped guide me to a successful career; Low administration staffing (1)

  Good teachers at RSC; I felt that the teachers were interested in teaching and I felt that I could get help when I needed it (2)

  I am proud of RSC. It was a privilege to become acquainted with Marie Pooler as acting Dean. She is truly an educator in the richest sense of the term. I was very impressed with the professionalism of the personnel in the offices I dealt with (1)

  Quality and dedication is nice to recall! 90% of your teachers are "excellent" - - "the best" (2)

  I found all the people in all the services courteous, friendly and very helpful (1)

  The Orange Campus staff is excellent and much more cooperative & helpful than the Main Campus staff (1)

  Many people, as well as myself were dissatisfied with _____ not a very good teacher (1)

  Why no questions about teachers performance (1)

- **No Involvement in RSC Services...**

  I basically just used RSC as a means of education, did not need many extra services (4)

  As an older student I did not use social facilities but enjoyed academic studies (2)

  Most of campus activities happen at the daytime (1)

  The reason I didn't use much of these services was because I basically spent a limited time on campus. I'd attend my classes, usually 8-12 noon, then go to work from 12:30-5:30 then I would use the library in the evenings to study about 3 times a week (1)

  It is hard to enjoy all facets of college in addition to working 6-7 days per week (1)

  I did not have time to explore the services at RSC, due to my full-time job (3)

  Even though I did not use many of the services available, the ones I did, were very helpful, and presented in a very professional and satisfactory manner (1)

  Although I was a part-time student, I found the overall atmosphere conducive to a pleasant experience for the students (1)

- **Security...**

  My car was broken into - campus security did not handle well (1)

  More security at night - scary walking to car when its so far away (1)

  Victim of theft - poor response from campus security and Santa Ana police (2)

  I haven't needed security - perhaps because they are doing a good job? (1)

  Over Zealous campus security (1)

- **Other Department...**
  I was placed in English 061 and it wasted my time. I should have been allowed to enroll in Freshmen Composition without 061 (1)
  I understand the need for cultural growth but RSC needs to get back to basics--reading and writing (1)
  I couldn't get math tutoring above algebra at the Orange Campus (1)
  Many thanks to Gloria and her support staff at Veterans services! Gloria was a great help to me (3)
  RSC's Fire Tech Program helped me out in obtaining my position in the fire service; its a very well respected program in Southern California; I am extremely pleased with entire fire science department, especially with the training I received from the basic fire academy (3)
  As far as placement testing, back when I took it, it seems to me that I had a pencil shoved in my hand & was told to take an English Test. RSC needs to inform and emphasize that by doing good on these tests mean skipping all the remedial classes. If I had realized this I would have taken the tests more seriously (1)
  I do not have too much complain except International office (1)
  Nursing program excellent (2)
  Hated the admission/testing/counseling process!!! Very inefficient, wish the TV classes were easier to locate on the TV dial - perhaps listed in TV Guide (1)

- **Health Center...**
  Health center was excellent (1)
  The health center should sell birth-control pills for low rates, like state schools (1)

- **Admissions and Registration...**
  Registration was easy and efficient (3)
  More people needed at admissions and registration to handle students needs (4)
  Admissions people were rude (2)

- **Bookstore...**
  Bookstore sometimes doesn't have enough books for students (3)
  All college bookstores are a ripoff (1)
  Bookstore could be bigger, better hours, too crowded (1)
  Bookstore personnel not very helpful (1)

- **Parking...**
  Parking was inadequate/too expensive/too congested (6)
  Evening parking is very difficult to find, have to arrive an hour before class to find parking (1)
  Campus police gave me a ticket for not having my parking permit showing, it had fallen down due to a faulty suction device bought at RSC. When explained to officer, he said it didn't matter!! I had purchased a parking permit the last 4 years and even showed it to him (2)

- **Others.....**

  I had a special experience attending the Chicano/Latino awards ceremony (1)
  Even though I have received a certificate I am still enrolled at Rancho Santiago (1)
  Academic standard should be higher, student should work hard for their grade (1)
  I was glad to see many community involvement activities, as well as seeing high school kids being brought onto campus. I wish we as students could get more involved in speaking with the high school kids when they come on campus for tours (1)
  As a senior citizen I am proud to be a graduate of RSC (1)
  The campus is too dirty and there is too much smoking going on (1)
  I encountered some problems when it came time to graduate (1)
  Could not get classes needed - at the time I needed to complete my AA; establish more evening classes for working students (1)
  This college does not have the funds to provide the usage of any aids, so there is no point in expressing satisfaction (1)

- **Library...**

  Excellent library (1)
  Library should be opened from 8:00am-1:00pm on saturdays for working students to do their home work (1)
  Library is having problems with the system. I hope it has been worked out so no one else will be charged for books that were returned on time and then have it go on the computer as not returned (1)
  The library was too noisy to study effectively (2)
  A larger reference and book availability at the library would be nice (4)

- **Physical Education...**

  The athletic program - RSC track & field made a well balanced program of studies and athletics for me (2)
  Don Sneddon was my baseball coach, and he is the best. Don't ever let him leave..I love him (1)

APPENDIX C

Overall Impression of Campus Environment

Overall Impression of Campus Environment:

- **No involvement in social activities at RSC...**
  Not that many opportunities for student social life (3)
  RSC is a commuter school; students come to class and leave, not much social life on campus (9)
  Did not participate in social life, but enjoyed excellent relationships with professors who were always friendly & helpful (5)
  I didn't have an opportunity to participate, but there always seemed to be a wide variety of events (6)
  Not much social time was allowed due to studies (5)
  I did not take advantage of social activities & discussion groups, but what the college offers is good. A lot of the student body is composed of commuter, working adults and people fresh out of high school (1)
  I go to school for an education, I don't have time for outside activities. I'm to busy working to support myself (6)
  I did not have time to take part as I was working plus carrying a full load, most of my classes were at CEC (1)
  I wasn't very involved in social life but the environment was nice (9)
  Did not socialize around campus, only within my major did I meet people (2)
  Enjoyed being around classmates during breaks. Never got involved with extra curricular activities (1)
  I paid little attention to campus environment & social life while I attended RSC, as my goal was to complete my degree as quickly as possible (10)
  I had my time limited due to the fact that I also work and had to schedule my school and work and basically didn't have time to socialize with other students (10)
  I did not spend a lot of time on campus, other than actually attending classes (12)
  I feel Rancho student life is cold. There are no real organizations pulling students together for enjoyment. Ex: single parents club, or a concert committee (1)
  I'm not one to get involved in school activities, I had a life outside of school which required 100% of my time not spent in the classroom (5)
  I really enjoyed the students in some classes while others I did not enjoy (1)
  Didn't get to know many people, but was contented with the atmosphere (2)

- **RSC Staff...**
  I thought the staff most helpful (2)
  Good staff - RSC does a lot for their students' wide variety of studies (1)

- **Orange Campus...**
  Attended Orange Campus and found it to be very a enjoyable experience, met many new friends (6)
  I just enjoyed the school completely. I took classes at the Orange Campus. They were great, summer school was fine and Rancho was great. The best part was that it was clean (6)

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- **Clean Campus...**
  - I was pleased with the campus cleanliness and well maintained grounds (3)
  - Some of your restroom could use a good cleaning, a coat of paint and locks on the stall door. 1st floor Dunlap Hall!! (1)
  - I found the RSC campus to be clean, safe and enjoyable. Most of my instructors were excellent (1)
  - Both campus were clean and there was always a group of active - "class" - oriented students about (1)
  - Need improvement, clean-up (2)

- **Enjoyed RSC campus life...**
  - Enjoyed the concerts (1)
  - I really enjoyed my 4 semesters at RSC I learned how to be more in control of my education (3)
  - One advantage its that is not a huge campus, thus giving you the opportunity to interact w/students & professors (1)
  - I had a good time at RSC; it was a learning experience that was pleasurable (1)
  - Students were apathetic toward campus activities and involvement (1)
  - The ambient was very enjoyable, nice (1)
  - It was great to see some groups, specials are available to movies, plays, and other events. It would be great if there are more on plays and culture events (1)
  - I enjoyed my time at RSC. Great Matriculation process (1)
  - Student life was very pleasant, both socially and academically. But everyone was there for a purpose (1)
  - Academic environment was very impressionable on me. Much better environment than the Jr. Colleges I've attended and visited (1)
  - I love the campus environment & activities in school (RSC). I really had a good time studying at RSC and I did improve myself a lot in the last 3 years (1)
  - Overall, alright - the campus environment was great - the social environment was reasonable (7)
  - I experienced warm and "everybody knows everybody" attitude on campus. But the environment around the main campus is somewhat dangerous (1)
  - I felt very comfortable at RSC. I never had a problem with my classes or getting things taken care of (2)
  - The student life and campus, environment are very nice. The social environment is okay but many times I felt stereotyped (1)
  - Relaxing environment allowing comfort to learn (4)
  - It seems that student government runs everything and mainly stage events around a small number of themselves (2)

- **Part-time students...**
  - I am a part-time student, so my interaction with the main stream campus population was limited (7)
  - I have been attending part time for many semesters. I answer on be half of those I have observed on campus in the daytime. More recognition of part-time and evening students would be nice (5)
  - Went to RSC only part-time to complete credential. Was involved mainly with students/teachers at KYOU in TV production (1)

- **Multi-ethnic...**

  I like the fact that RSC has a multi-ethnic population (5)

  The social events seemed to be centered around specific ethnic groups (2)

  I enjoyed the cultural diversity & the differing 'walks' of life (unlike OCC) (1)

  I really like the cultural diversity of students and staff - lots of cooperation (4)

  As a white male, I was definitely a minority. This was interesting in many aspects of my college career at RSC, but it was difficult to go up to groups of different nationalities & become their best buddy, so I really didn't try (1)

  On becoming an interpreter I became acquainted with a unique culture at RSC-the deaf culture (1)

  RSC welcomes students from all around the world and shows interest in them (4)

  Hispanic day was interesting & fun, there was great food (1)

  Hard time with all the foreign students. They should know English before trying for higher level of education (2)

  There are many cultural and entertainment oriented activities for the daytime students. The environmental and bar-b-que activities were well done (1)

  Students from the different nationalities were polite to each other at school and worked together to achieve their goals (1)

  A very diverse social environment. It gave me a chance to meet & interact with other cultures (2)

  I always enjoyed attending RSC. There was a good feeling on the campus. I felt the cultural fairs exhibits were liberal (1)

  RSC school appears to be more for the education of minorities (1)

  What about WASPS? Too many minority groups..."non-minorities" are now the minority at RSC (1)

  I question the efficiency of putting so many minorities in service and information-related jobs. Their language skills cause misunderstanding and confusion (1)

  We were involved in multi-cultural activities (ie: food, music, art) that I don't find at CSULB. I believe the intimacy was better between students (2)

  I was very pleased with the diverse cultural and ethnic mix of students; the campus environment encourages learning with it's many educational services but also offers substantial social activities to keep me from being bored (1)

- **Older Students...**

  As a senior citizen I only observed, but from what I saw the atmosphere of the campus was always warm and friendly (2)

  Not interested in student activities. Enjoyed <u>in class</u> time. Found most young students on campus to be <u>annoying</u> (1)

  As an adult student, I was pleased with the ability to obtain the classes I required with the minimum of difficulty (4)

  As an older returning P/T student, I had little time for socializing (6)

  I am married with children, between family and studies I had no time/desire to participate (5)

  Although I was older, I was accepted by younger students (1)

  As a single parent, full time student and part time employee, I had little time or desire to become involved with the social life. However, the campus environment was diverse enough that I always felt comfortable on campus (1)

- **Friendly Atmosphere...**

Campus was nice, student overall friendly, and teachers were well-prepared (1)
The campus environment was pleasant. I never involved myself socially (3)
Cafeteria - always open and personnel very friendly (2)
Overall, the student body was friendly and harmonious in their desire to attain a higher level of education. The campus was well-maintained and exceptional in providing an efficient learning environment (1)
Made many friends at RSC (7)
The campus appeared more lively than other JC's. I mean the buildings and the set up of the campus. People are also more friendly than CSUF (1)
The students I met at RSC are now my best friends, we formed a club that used to be named UPEH, and we attended all the events on campus especially the "International Festival" (1)
Semester abroad program changed my entire life, values, and thought process (1)
RSC very pleased with student life, social and campus environment, staff, professionals, students and other people were very friendly and understanding (4)
I really enjoyed being a student at RSC for 2 years. Most instructors were good and friendly. Social and campus environment also were very good (1)
Very active and very friendly, people. Always know what is happening through great use and display of signs (6)
Rancho has pleasant environment. The people I interacted with were friendly (1)
My student life at RSC was a wonderful experience. RSC offered me a very friendly and pleasant environment (1)
The different rooms were easy to find. I found people were very friendly (1)
The arrangement of classes is very helpful for the students who work full time (1)
Programs well-organized (4)
I previously attended OCC & found it very pleasant here (1)
Lots to do, many opportunities, be social in a variety of ways (ie. clubs, events) (3)
I always feel comfortable and welcome. I enjoy people (5)

- **Night Students...**

I was going to school at night - no activities take place at night (7)
I'm more of a night student than a daytime student. Of the interaction from students (mostly older working majority) I'm very pleased (1)
As an evening student, I found that the class attendance was in no way over crowding me. Which made it very comfortable to achieve interest in studies (1)
Went to night school, so I didn't get to experience a real college day (3)
I was a night student and I understand the environment is different at day time (3)
I was always an evening student and did not participate in social environment of campus (14)
Only was on campus at night - always felt safe (1)
Most geared for day students, when night students make up a large percentile (7)
I took a number of evening classes where the population was older in age (1)
Being a night student, everyone seemed dedicated with finishing their goals (1)
Though I was an evening student. I met many interesting friends - campus environment was exciting and fulfilling (1)
Attended Garden Grove Campus. Students and staff friendly helpful (1)

- **Very pleased with social life at RSC...**

  Didn't expect as much as I got out of SAC (1)

  Treat fairly with all students (2)

  The students are very involved in issues that are of importance to the student body as a whole. I believe this is due to the college promoting involvement (1)

  RSC is a good JC. They just need to consult with the CSU system to better help students adapt to upper division course work (1)

  Small colleges give us a chance to meet more people (2)

  I feel that I made the right decision of choosing RSC which is a very nice campus, and it provides students an opportunity to go for their goals (1)

  This campus is really important for all people who're looking for a good education (1)

  Weekly events, which included bands & BBQ's (1)

  Even after graduating, I am still interested in attending RSC courses (Orange Campus), changing my major and starting over again (1)

  I was glad to be a part of the class of '89 (1)

  It's fun and safe (3)

  I was very pleased with the time I spent at RSC. Those days will be treasured for the rest of my life (1)

  RSC had nice people and is a very nice laid back place. I was very pleased (2)

  Campus life is what you make of it. Students at RSC are provided with the opportunities to have a social life if they want one (1)

  It was nice to see student activities in the quad (4)

  Socially, students and campus environment reflect a diversity of cultures (2)

  RSC's student are nice students. I'd like to go back when I can (1)

  Everyone was very open, able to talk or help. Security was pleasant, not overly demanding. All the student services were always helpful and polite (1)

  As current student, I am impressed by all campus activities (1)

  Campus & community/social life was overall positive (4)

  I was involved with student government when helped with my enrichment (1)

  The RSC Santa Ana campus, has a very good atmosphere it, which I believe is primarily due to the warmth and helpfulness of its faculty and staff (2)

  It is a very pleasant, relaxed atmosphere. The environment at the Santa Ana campus was nice; many different people and activities to help you feel comfortable as you get a good education (1)

  It's a great college for me to attend and study the courses I've always wanted that other campus doesn't have available (1)

  I love to attend RSC, however, I had to graduate and transfer to Cal State University, Fullerton (1)

  I never had problems communicating with anyone on campus. People were nice and friendly (5)

  After completing night school, RSC was my first taste of college life. I was impressed with the opportunities to relax and enjoy free time (1)

  Barbecue's and concerts helped to entertain in the few hours I had available for entertainment & lunch (1)

  Student life: busy, complex social and campus environment/nice campus/good social environment to meet a wide range of intellectually stimulating people (8)

  Nice campus setting in an otherwise crowded city (1)

- **Social life did not existed...**

  Not much activity in the campus that related to society (1)

  There seems to be an attitude of the non-existing student life at all RSC campuses (1)

  Not enough clubs or activities (3)

  Be serious. There wasn't any. RSC is just an extension of high school. The attitude was "to push students through." (1)

  There were more than enough activities, I just didn't have enough time to enjoy or participate in them all (5)

  It did not appear that the students were enthusiastic or involved in areas outside of their personal lives and goals (1)

  RSC always had a rally or some kind of activity one could get involved with. But I chose not to, due to my tight schedule. My social life at campus revolved around my nursing friends (1)

  There aren't quite enough activities or events occurring in the campus. Students do not have good communication (3)

  I didn't encounter any programs for social or career-oriented student groups, for night students. A business club for working students would be good (1)

  My classes were not on the main campus (1)

  It was average. I see how much more there is to college (1)

  It's just like any other place, you have to go out of your way to talk to people (who don't care a whole lot) (1)

- **Needs Improvements...**

  I was extremely distraught to see the videos that you have purchased with my hard-earned tax money. It's degrading-I could never sit there and relax (1)

  RSC during day classes was like High School Part II (1)

  Need to inform students about social activities and about safety (1)

  A lot of drugs and gangs (1)

  Extra-curricular activities reminded me of high school, I think this is caused by the qualities of the students, (day students only) (1)

  Physically, the campus is wonderful-but, as w/any "non-residential" campus, there is not a lot of social activities/opportunities (1)

  More involvement in student activity programs (1)

  I would have been pleased if there were services geared to the needs of members of the military to make us feel more like part of the community (1)

  There are enough activities to suit every student's needs. However, RSC should discourage immoral activities like gay-lesbian activities (1)

  No section for talking in library (discussion) (1)

  The women's restrooms are dirty (1)

  I didn't get involved too much because I was working at the same time. I was mainly concerned with getting my GE certification and then moving on (1)

  Students aren't able to get job because they aren't well prepared in vocational field. Instructors must change the way to teach (1)

  Not a lot of social communication between students (1)

  Programs were designed to please (not teach) young students (1)

  The campus needs a lounge for casual study and relaxation between classes (2)

- **Instructors...**

  I'm very happy to study at RSC because of teachers and learning materials (1)

  Ability to change campus (1)

  An excellent informational guideline (1)

  I felt that the years spent at RSC were very helpful in preparing me for future college studies. Most of my teachers were excellent and very helpful. Also the student body atmosphere was much closer (6)

  I enjoyed my studies; the teachers were dedicated to their jobs (3)

  Enjoyed continuity with other students and teachers (1)

  Students were very friendly, teachers were very nice and eager to help you (1)

  EOPS' people help me. Instructors teach in the best way (1)

  Teachers care about students. Variety of subjects offered by RSC. Counselors take the time to help students (4)

  At RSC I met some very nice and helpful teachers. One was my Machine Technology teacher Mr. Ed Mills (1)

  RSC is a very pleasant school. The teachers are helpful and the students friendly (2)

  Thoroughly enjoyed specific vocation chosen. The instructors were great!! (1)

  Liked the classes, instructors, the workshops available, counselor Acuna's help (1)

  The atmosphere was always positive when I first transferred I missed RSC - the campus had a very friendly atmosphere. I also knew a lot more people and the instructors were a little more laid back (1)

  Instructors are very knowledgeable and took time to know their students personally as well as academically (3)

APPENDIX D

Most Pleased/Satisfied With at RSC

One thing most pleased/satisfied with at RSC:

- **Orange Campus...**
  Orange Campus is very nice with a well lit parking facility close to classes (1)
  You might do well to consider a campus closer to Riverside County. There are many relocated Orange County people who would probably utilize your programs & curriculum (1)
  Your Orange Campus is only 2 miles from my home and very convenient for me (1)
  Administration department at Orange campus was very helpful & courteous (2)

- **Admission and Registration...**
  Registration was always easy & efficient (12)
  Registration by phone is easy (4)
  I take advantage of priority registration and I always get my classes (1)
  The registration by mail was very convenient. Even the times I had to register in person went smoothly & I didn't have to wait (1)
  The organization of the registration process (5)
  I'm satisfied with registration because I don't have to get departmental or teacher permission to register for a class (1)

- **Counseling...**
  The guidance and thorough help in planning and outlining an educational plan (1)
  When I graduated from high school I entered RSC not sure of my goals when I left RSC I had a degree in hand and many goals set (1)
  Personal counseling (1)
  Counseling is great (7)
  Good academic counselors. They gave me good advice, returned my phone calls and I felt they genuinely cared about my goals to finish my education (8)
  I like the over-50 counseling service, but at my age I need more services in skills. It's geared to "right out of high school" age (1)
  The counseling office, Mr. Acuna specifically, was very helpful to me in choosing courses and setting me on the right track to achieve my goals (1)
  Excellent counselors - Dr. Betty Cotton (4), Mr. Boggus (1), Mr. Bartholomew (2)
  Charlene Pearson's friendship and help. She gave good direction (2)
  Isaac Guzman, the counselor, stuck with me through all the years and really helped me. He was always there when I needed him (5)
  Howard Black--excellent counselor-hard to get a hold of, though (3)

- **Fire Technology...**
  Top rate Fire Science program. Keep it great and keep it improving (10)
  The job I have now is a result of completing the fire academy. Thank you (1)
  The teachers and fire science staff (also counselors) were very helpful in my endeavors. They were informative and seemed to care about my pursuit of being a fire fighter. Thank you all!! (3)

- **Instructors...**
  - I was very pleased with the instructors. The majority I encountered were kind, helpful & appeared to enjoy what they were doing, therefore providing an atmosphere that was ideal for learning in my view (5)
  - I thought 90% of the instructor were top quality, and really cared for their students. 10% were burned out (1)
  - Science department instructors (1)
  - Computer professors (1)
  - The instructors in my field were great! I loved the Human Development department (1)
  - I really liked many aspects of RSC; some of my instructors treated me really well, i.e., my Reading instructor (1)
  - Staff in general/courses offered/Art Department and gallery/Helpful instructors and Psychology Department (1)
  - I loved the campus and all instructors that I had. I hate to transfer to a UC (1)
  - My instructor with Electronics department. He knows his material, and the way he teaches is superb (1)
  - I am very satisfied with the education I received in the Electronics Department at Ranch Santiago. The instructors are top notch! I am also very pleased with Kelvin Borcoman (Philosophy) and Barbara Clark (English), both these teachers should be complimented on their splendid work (1)
  - The athletic training staff (1)
  - The quality of the teaching and support staff (3)
  - The staff are the most helpful & knowledgeable I have experienced at any college (3)
  - Staff and instructors are highly professional and concerned (4)
  - Integrity of teachers and effort of the entire staff at RSC. Sweet memories! (1)
  - The staff & instructors are knowledgeable in their respected areas & they always allow time for help & consultation. Good job! (3)
  - Staff was willing to answer questions & concerns (4)
  - The ability of the campus and the staff to make all students welcome - even us older ones (1)
  - Overall the teachers and instruction was very competent (2)
  - These three people are wonderful educators: Dr. Guleserian (Anatomy), Kevin Strong (speech communication), and Mrs. Alex (English) (1)
  - I'm more pleased by part-time teachers than full-time teachers. They try their best more than the full-time teachers. For ex: Mr. Khoi (1)
  - Most teachers made the extra time for you if you needed it - *some* of the best teachers I had were Ms. Cacciola, G. Mabbutt, and Holdgrafer! (1)
  - Kevin Strong - Speech Instructor - required a variety of assignments including research, essays, reports & group projects. His enthusiasm & compassion were extremely motivating (1)
  - The caliber of the instructors (Ash, Martin, Beigbeder, Gloria, Eastman, Hilda Roberts) (1)
  - Mr. George Wright - he is a wonderful teacher (1)
  - Some of my favorite teachers that I have ever had--Doug Gorrie, Bernie Schwartz, Dr. Cacciola, and Mr. Espinoza (1)
  - I've had many pleasant and rewarding hours in G108 with some talented and wonderful teachers: Katherine Steadman, Judy Tibbles, Karol Lee, Lynne Rempalski, Pat Carney, Cyrus Parker (1)

Having a good instructor, such as Mr. N. Furjanick (1)

Teachers - the finest, most supportive I have ever encountered. I love them I can't say enough 'good' about them. Dan Goldmann (Biology) encouraged me to earn my first AA degree at a time when I thought I would not be able to. Without his encouragement I probably would have walked away (1)

Bob Ash - Small Business Mgmt. & Lother Vallot - Gemology are both excellent teachers (1)

Dr. Teigen, Political Science class - He is a wonderful instructor (1)

I loved the history and music dept. Especially Mr. Espinoza, I enjoyed Art with Mr. Guillestorn (1)

Great instructors such as Marvin Tuttle & Mary Mras. The best teacher I have ever had in all my 18 years of education; they are both very caring & dedicated individuals. Great assets to the school & mostly students! (1)

The instructors: Jane Francis, Gloria Davenport & Dan Goldmann. Excellent teachers as well as caring & understanding counseling staff: Isaac Guzman & John Acuna (1)

Good teachers in the Legal Asst. Program. Chris Moses (1)

Good teachers (Mabbutt, Guleserian, Christian, McBride, and Mabbutt) (1)

Most of the instructors are very good, especially Dr. G.(anatomy), Dr. F. (microbiology), Gina Giroux, Carol Dutz (nursing) (1)

Most of the instructors were very good - especially, Bob Ash, Mr. Wilson (music), Mr. Hartnett - also enjoy the television classes (1)

RSC has EXCEPTIONAL instructors in Psychology department; Mr. Holdgrafer and Mrs. Price prepared me quite well for San Francisco State University (1)

- **Nursing...**

Very good Nursing program (3)

Nursing instructors - extremely helpful. Continued interest in students after graduation (4)

The Child Development Center allowed me to pursue my dream of becoming a nurse by charging fees on a sliding scale. And the teachers & staff are wonderful!! (1)

Had problems with 2 teachers during the RN program (RN teachers). Very frustrating to keep up with studies & handle the problems - eventually both teachers left RN program (1)

- **Library...**

Library services (6)

I want to congratulate on the quiet study area (big tables) in the library, and on having tutors; they were very helpful to me (2)

The business center at the library has an excellent source of information I hope this stays open forever, I used it and still do, being part-time at RSC (1)

Library environment is very suitable for studying (1)

- **Financial Aid...**

Financial Aid office does a very good job! (2)

Sandy in Financial Aid has been wonderful! (1)

- **Computer Center...**
  I think RSC computer-assisted instruction in engineering & other fields is one of the most advanced in the state (3)
  Computer Center is excellent (8)
  Computer labs gave me the backbone of my career. I learned the most there (2)

- **Other...**
  Dissatisfied--One time I sent $17 dollars to get a pendant from the Alumni club; however I never received it!! (1)
  Lab work (2)
  Help our growth lower division courses (1)
  I finally received my AA (2)
  Puente project (1)
  Cafeteria (1)

- **Other Departments...**
  The staff helped me. They're wonderful tutors (7)
  Human Development program (1)
  Those programs are provided by the New Horizons Department (1)
  Legal Assistant program (1)
  ESL program is excellent (1)
  Human Services department - child development, psychology, hearing impaired program (1)
  The APB program & Ms. Lacy (1)
  The Electronics department (1)
  I am pleased with the Communications department (1)
  History and English departments--science...couldn't be better! (1)
  RSC has a very good Fine and Performing Arts department (1)
  Arts & Humanities department/classes (3)
  Economics class. It opened my eyes to the real world, it was very well-taught (1)
  Scuba certification classes (1)
  The W-106 Fitness Center (1)
  Diesel Technology instruction, facilities, & equipment is very helpful (1)

- **Cost...**
  The low cost of attending (13)
  RSC had a lot to offer. The circuit training was like belonging to a private club, only cheaper. Also, I was always able to choose from several classes (1)
  It's close to my home (4)

- **Cultural Diversity...**
  Cultural diversity & opportunities for personal growth (5)
  I did meet some people from different cultures, which was very important in shaping my views. I liked this about RSC (1)

- **Parking...**
  The 1st few nights of school, it is extremely hard to find parking (1)
  Parking lot is convenient (5)

- **Staff...**
  Willingness & motivation of the people behind the different offices(ie EOPS, Financial Aid, Registration) Everybody is helpful & warm!!(1)
  Most of the jobs I have had I obtained from the Job Placement Center (1)
  EOPS was of great help in my goals while attending RSC (1)
  The Veterans Services - they were very nice and helped me a lot (2)
  Foreign Student Office were very rude (1)
  Student contact (1)
  Understanding of students working full-time and trying to earn a degree (1)
  Disable Student Center & disabled P.E. class (1)
  The great variety of heterogenous backgrounds of students in any class (1)
  Yes, I am lucky to be an employee of RSC in Admissions (1)
  People in general (1)
  The helpful attitude of the staff (2)
  The whole philosophy of this college which combined in all services to help me first recognize and then start the journey towards reaching my fullest potential (1)
  Helpful attitudes & friendliness (3)
  Courtesy & helpfulness of counselors (1)
  Excellent faculty and staff (2)
  People and staff are very nice, open up to help students (1)

- **Campus atmosphere...**
  Overall I had a very pleasant experience at RSC (5)
  I was pleased with the school in general. Enjoyed more than Golden West (1)
  Satellite campuses broke-up the monotony for me (1)
  RSC seems to have all the things we need (3)
  I was very pleased with the manner of systematically charting and planning my workload & tracking the progress I made toward completing my degree (1)
  The clean campus. I was very impressed with the grass and trees looking so green. It makes everything and everyone seems more enjoyable (2)
  It is a beautiful campus, clean and friendly (6)
  The community "of the school", it's very small and you get to know your teachers & fellow students. I really enjoyed RSC (1)
  The environment. Great people from all over the world, It's great!! (2)
  It's smaller than a state university - more attention (1)
  The homely, friendly and co-operative atmosphere (5)
  I felt more security walking to & from class here than Fullerton College (1)
  Small classes, good instruction, pleasant surroundings (2)
  You probably have one of the finest preschools in the state - an incredible learning environment for children & future teachers (1)

- **Transfer Center...**
  The friendly & helpful people in the Transfer Center. John Acuna & Victor Castro are two of the most helpful persons I have run across at RSC (1)
  Variety of classes offered & ease of transferring (2)

- **Instruction...**

All in all, my education at RSC was a rewarding experience. I have grown in many ways because of the instruction I received at RSC (1)

Overall quality of education is good (15)

Instructors - Very knowledgeable and took time to know their students personally as well as academically. Cafeteria always open and personnel very friendly. Academic counseling available and friendly (1)

Instructors/Counselors - Scholarship program - Understanding Physical Education teachers. (Could use more programs courses in nutrition/eating disorders.) (1)

Some of the committed quality instructors, who care about education & not the paycheck or impressing someone or something (1)

Instructor - student relations (ie. availability during office hours)(1)

The quality of instructors. I tell everyone I know, especially high school kids, that RSC would be the best college to attend. It's easier to get classes, more economical and easier transition from high school (1)

Most of the instructors do prepare their lesson plans very well (1)

The instructors. All were concerned with students progress. All knew subject & were willing to talk to students at times other than their stated office hours (1)

The outgoing nature of it's instructors. Who were always willing to make appointments if you need extra help (7)

The instructors - very professional, motivating, compassionate, and dedicated to their profession (5)

Training, athletic events, availability of classes. Affordable. Good instructors and clean facilities (1)

The instructors are excellent! Super teachers (19)

I was most pleased/satisfied with the quality of instruction given by the instructors in my enrolled classes. In my opinion, the instructors displayed a high level of organization and competence (3)

Instructors were very polite and well-prepared. They held my interest (14)

Teachers and their willing ability to help you through hard classes and stressful periods in your life. I found many to be a great inspiration to me (1)

I always got the classes I wanted at the right times. I got a chance to meet some great teachers that I still keep in touch with (1)

High quality of education and caring professors motivate one to continue education at university (5)

Great teaching staff. Tough but fair, and truly concerned about the students (2)

Pleased -- Teaching, counseling. All three categories deserve an "A" (1)

The great effort put forth by 95% of the faculty in trying to help in any way they could - They were enthusiastic, well-informed and interesting. I"m glad I chose RSC when I decided to return to school to further my education (1)

The environment and the relationship between professors and students are close and understandable. I really pleased! (2)

Teachers' careful attention to each student and their kind instructions (i.e. many handouts, flexible office hours). The average quality of teachers is RSC in much higher than in CSUF (1)

I've really noticed that a lot of the teachers here at RSC are very helpful and caring. It helps to know that people care (10)

Quality of the teachers. Most of them were very knowledgeable in their field and friendly (19)

Every teacher I had at RSC was very pleasant and sincerely took an interest in their students. They were always a source of encouragement (19)

Teachers - understanding towards older adults (1)

I loved almost every teacher. For public school, the teachers seemed genuinely concerned for the students (2)

Several teachers (many) were "outstanding", helpful, extremely interesting--creating "new" interests and areas of further study for me (5)

The instructors (most) seemed generally interested in your understanding of their presentations and class activities-overall. They tried to assist you in anyway they could (2)

The quality of faculty/instruction is very good. I enjoyed studying under professors who have direct experience in the business world (1)

Always willing to instruct, teach, and learn more than what's needed! Whether it be academic, cultural, awareness, RSC is open to bring to light anything that's in the world- to bring it on campus and to be expressed (1)

- **Classes...**

It is a good cost-effective way to get some good skills--The night teachers are excellent and deserve more support (3)

Classes are offered at daytime or night that everybody can attend school (5)

Classes/services convenient for night students (7)

In of my classes, I received a great deal of personal attention from my instructors - also night classes were terrific in account delay my work schedule (1)

Class selection. I was able to attend several semesters which was very convenient (2)

Early Wang classes and closeness to my job (1)

The classes: Human Sexuality and Environmental Studies (1)

A wide variety of classes offered (9)

RSC offers more courses than other community colleges (1)

This college provide great opportunity for the community (5)

Prepared me for my career (1)

Educational information, Financial counselors, New Horizon counselors(1)

Activities, displays, fairs and student sales. Instructor/Counselor excellence, good facilities, Math and Science department (1)

The availability of classes and times was very convenient. It's a good school & a good preparation for higher education (1)

The many courses offered in varied fields of interest. Program hours (1)

Flexible scheduling for required classes (3)

The attention to the needs of students such a schedule and class opportunities (2)

- **Health Center...**

The Health Center and the nice staff (6)

Great Health Care Center at affordable price (2)

- **Bookstore...**

People who work at bookstore (2)

Availability of books (5)

APPENDIX E

Most in Need of Improvement at RSC

One thing most in need of improvement at RSC:

- **Graduation...**
  The Graduation Ceremony! They shouldn't rush the names like they do & we worked hard for a degree they should mention our major (1)
  Graduation ceremonies need to have stage raised so students graduating can see speakers & activities on stage (1)

- **Financial Aid...**
  Financial Aid office needs to properly train staff - I ran into some inconveniences because of ill-trained staff (2)
  Financial Aid - could use staff with personality & understanding (5)
  The inaccurate information I received in regards to financial aid advisement (1)

- **Recruitment and Outreach Programs...**
  More outreach programs for students who are "potential" drop-outs (1)
  Recruiting students from a wider area of the county (1)
  New student orientation and registration take too much time to complete (2)
  For me orientation when start going to college, to understand the system, too difficult for newcomers (1)

- **Job Placement...**
  Try to help foreign students to get a job after AA degree (1)
  I feel there should be a better recruitment policy toward some vocations. In my case, lack of experience has hindered me for employment, there seems to be a lot of Pharmacy Technology programs in other counties that are absorbing all the new graduates. I know this may be difficult to do, but that is my feeling on the matter of closer job recruitment (1)
  Wages of student work study need to improve (1)
  Well, it seems that it is impossible to get a job on campus, you have to know someone just to get one of these jobs. It's not fair (1)
  More opportunities for employment advances or promotions (1)
  Accurate assessment of job market (1)
  The job board in Johnson Center had many jobs that were filled or not current. Some classes need more times and instructor options (1)
  I can't recall any at the present time with the exception of your job placement, not too many significant opportunity for students (1)
  More job placement for volunteer work in your career (1)
  Better job placement (5)
  Help graduate students to find job (or help them with some information about how to find a job) (1)
  Job placement assistance especially in the technical trades (1)

- **Labs...**
  Better & more microscopes in lab (2)
  Improve laboratory for science department. We need to upgrade (quality and quantity) equipments in general physics and chemistry lab (1)

- **Parking...**

  The parking situation seems to worse and worse every year. It's difficult at time to find a parking space (1)

  Parking (37)

  More campus and parking lighting for evening student safety (7)

  The parking lot. Perhaps could use a larger or adjacent one, or the evening classes could be scheduled 5 minutes later to allow the afternoon (or day) students to leave prior to the evening students arrival (1)

  More metered parking (2) and more handicap parking (1)

  PARKING!!! It is really sad when a person has to arrive 1/2 to 1 hour early in order to drive around and around, and then there isn't any space to park anyway. How about adding 1 or 2 more levels of parking in tiers (1)

  More parking, please. Maybe leased spaces in Honer Plaza for night students (1)

  Why a parking/fee sticker for $14.00? (1)

  With the Orange campus expanding the parking situation will be a nightmare if the spaces are not allotted. It's difficulty at times now - what happens then? (1)

- **Cafeteria...**

  My suggestion about meal tickets for full-time students who stay the whole day in school. Is that possible in the future? (1)

  Cafeteria selection - more emphasis on healthy nutrition (less sugar) (1)

  Cafeteria - expensive food (4)

  Cafeteria - salad bar (1)

  Food service at Orange Campus (1)

  New upgraded lunch table outside of cafeteria (1)

  On campus fast food restaurants (Carl's Jr. - McDonald's) (1)

- **Campus...**

  Science Building (1)

  To get solicitors off the campus (1)

  Extended hours for snack bar. This would help the students who get together for early and late study sessions (2)

  The campus environment was very impersonal (2)

  The environment is of a high school not a college - more no smoking areas more emphasis on learning - quiet area to study and think (1)

  Reputation in the community (1)

  I don't see any need of improvement at RSC (1)

  Better lighting (outdoor) at Garden Grove campus (1)

  General use elevator for "D" building (1)

  More lighting for the telephones. More telephones for students (1)

  Air conditioning system (too cold) (1)

  The restrooms (8)

  Elevators for students. We need more of them. The rooms are too damp in the winter. I freeze (1)

  The image of the school could be updated - It doesn't seem as prestigious as Orange Coast College (1)

  Surrounding environment (3)

  Expanding of the cultural aspect of RSC is needed, i.e., Native American Studies (1)

- **Security...**
  I received too many parking tickets for being in front of Administration, security was too quick to ticket (1)
  Better security people (5)
  A lot of guys who I played ball with got their cars broken into while we were at practice/away games (1)
  Security at Garden Grove facility - Friday nights (1)
  Security, better lighting in parking areas (6)
  Many times after night class (10:00 pm) there was no sign of security (2)

- **Bookstore...**
  The bookstore credit/check approval - it's ridiculous to stand in two lines (1)
  Bookstore needs to mark down a little more, because many students can't afford to put up with the price (6)
  Cost of the books, they are cheaper at other community colleges where the bookstores are run by the students (1)
  The bookstore - needs more space for checkouts & better, more friendly people working there (1)
  Bookstore buy back process - we buy and give them back to the bookstore (1)
  The bookstore can use improving. A larger facility would be good, then it would be less crowded at peak business times, or expanded store hours (3)

- **Library...**
  Researching and library skill for papers! (2)
  More studying space at Orange Campus Library (1)
  A computerized card catalog in the library (2)
  The library - needs more current research materials. With such an excellent nursing program, it's a shame there are so few books and materials related to Nursing and Nursing research (1)
  Quiet room in library or student center where students can rest (3)
  Make the students rely on themselves. Force students to use library and write papers in every class (1)
  Extend hours for library (2)
  Bigger library with more research materials (5)

- **Fire Technology...**
  Fire Service program needs no improvement - excellent program (2)
  Fire Academy program needs to be overhauled less intimidation, more instruction (1)
  Fire Technology Office needs to be more organized. I've discovered that many people including myself had a hard time getting information out of the office (1)
  Fire Technology counselors often not available for long periods of time when making an appointment (1)
  The counseling services need improvement. Especially _____'s attitude (1)
  With the expanded Fire Technology classes offered at RSC. The need for better training facilities should be a top priority (1)

- **ESL...**

  Strengthen ESL so class won't be slowed down by those that don't speak well (1)
  Need more ESL classes in evening (1)
  English as a Second Language should carry less units with the same hours, so the tuition for foreign students will be less (1)

- **Computer lab and center...**

  Computer Lab need to open bigger and more computers so students can do their lab and also computer assistants (4)
  Computer Lab should have extended hours (3)
  Micro processing system needs to improve (1)
  Better computer equipment. The printers in my Multimate class were definitely outdated and needed to be repaired much too frequently (1)
  RSC needs better understanding and English speakers in the computer lab. On various occasion while in the Computer lab. I couldn't get any assistance simple because the helpers didn't understand me (English) and vice-verse (1)
  More attention given to the computer center and how it can help the students. ie: word processing (1)
  Need to up-date computer software and P.C. (3)
  Counseling - the counselors need to improve their knowledge of the requirements of transferring students; I also had a rough time with the computer classes I took - I may have just ended up with ineffective instructors (1)
  Needs more available classes in some areas such as computer technology (1)
  Incorporate a required computer class in the general education program (1)

- **Placement testing...**

  Placement testing, writing essays and reports (4)
  There should be more emphasis in writing, those classes which are not offered for writing like math or scientific oriented classes are okay, others should at least have a book report required (3)
  The ability to write! Written communications! (2)

- **Administration and Registration...**

  How about phone in registration for courses? (1)
  Faster and more accurate service of admissions and registration (including International Student Office) (1)
  Registration procedure (6)
  When I attended RSC, I would receive registration material in the mail, but never a course catalog (1)
  Telephone registration - unless you can pay by credit card (have to mail or come in anyway) (1)
  Help with registration to shorten lines in admissions and coordination between counseling and admissions (1)
  Registration for summer should be streamlined just like the regular semesters (1)
  People at admissions & records need to be more people-oriented. I felt I was treated more like an object or another number instead of being a person (1)
  Admissions people seemed a bit confused and irate most often (2)

- **Transfer Program...**

  Increased emphasis and assistance with transferring to local universities (5)

  Transfer counseling get it together! (1)

  Helping transfer students try to be better prepared when they reach the Universities (in the area of what transfers and maybe some ideas of what to take in the 1st semester at a new school (1)

  Finish AA degree first and transfer to university (1)

  Academic counseling needs to prepare more for transfers (3)

  Counselors, if they know what school you will transfer to they should help you find out what will transfer. A whole year of RSC units don't work for my major and its the same major (1)

  Better academic counseling and better course preparation to transfer more easily to 4 yr. nursing programs (1)

  Need more transferrable science classes in the evening re: chemistry, biology (1)

  Real Estate classes should be accredited for transfer to a 4 year college (1)

- **Nursing...**

  I found the Nursing program to be adequate in every way (1)

  Nursing school taught at night would be nice (1)

  A change in clinical structure of Nursing department. Nursing review materials should be introduced at beginning of program (1)

  Nursing dept needs to be NCR accredited (1)

  Encourage nursing program students to go to BSN for completion of degree, give information on some schools that have BSN in Nursing (1)

  Inadequate Nursing classrooms. Atmosphere appears purely academic. There is no real student lounge (except for a hole in the wall) no real entertainment, except for religious concerts. It's cold (1)

- **Good Comments regarding RSC...**

  I liked the school, & after I complete my final semester at CSULB, I will probably get a language degree at RSC, because it is cheaper and just as good as CSU (1)

  Organizing a good schedule for students, program during their studies at RSC (1)

  Nothing at this school, go to CSUF and you'll have a whole list. This school has helped me a great deal! (1)

  RSC's system seems to be excellent! The administration is both helpful and efficient (1)

  I would like to see RSC turn into a four-year institution, because of athletic and educational reasons (1)

  I'm pretty happy w/RSC (1)

  I can't think of any at this time (8)

- **Name Change...**

  Name change back to SAC. Identity crisis for college. Who do they think they'll fool? RSC is still in Santa Ana! Why not be proud instead of creating this phony marketing image (2)

- **Classes...**

Communication classes at RSC instead of just at Orange Campus - RSC more convenient for me (1)

Test from different classes should be different. Format and content should be improved more (1)

Exceptionality option in human development, needs more students (1)

Level of classroom expectation, I feel is low. The general tone of the lecture, the requirements reflect high school atmosphere instead of one of college level (2)

Level of difficulty, I found RSC easier than my high school (1)

Higher grading standards (1)

Getting students to do more in academics (1)

Teaching standards should be improved, more work is required to earn a good grade. Don't give easy A's to every (most) students (1)

A new attitude in the Dance department. It is geared towards modern dance only (see spring concert). The whole environment is cliquish (1)

A little more emphasis on business courses and more cultural events (1)

A "How to study effectively course." (1)

Major in specific area, should be more industrialized. I mean, for example, Electronics, Machine Technology (1)

Jewelry courses, i.e., casting, fabrication stone setting, jewelry design & rendering (1)

Need more majors (1)

Some classes should open in the evening instead of morning or afternoon on arrangement! Would RSC become both two year and four-year college? (1)

Offer more time options for classes (5)

Perhaps more classes - certainly more classes in the early afternoon 1-3p.m. (2)

More availability to classes needed to complete degree--(Sunday classes?-- maybe week-end courses) (2)

Some courses were only offered in the spring or fall. If the classes were given in the fall & spring one could schedule their schooling to benefit them better (1)

Classes with high demand should be given closer attention. We need more classrooms. Pencil sharpeners all over the campus are in a very bad shape. They should be fixed or replaced (1)

Offer more classes which will allow you to achieve a certificate through one campus - most people enjoy the closeness and convenience of East Orange (1)

More class sections offered per subject (4)

More G.E. classes available - They get full very soon (1)

Size of the class!! I have watched it grew from 25 to 45 over past 2 yrs. Beyond 35, it becomes unmanageable for the professors (1)

The number of classes available in each department--more teachers and a broader spectrum of offerings (1)

More time slots for classes, more Saturday classes (1)

Open a course ADA language with data structure (Computer 210) (1)

I feel that the most needed improvement would be to centralize all classes to the main campus only (1)

WordPerfect class for student papers (1)

Classes required for legal assistant should contain more info in line with other colleges' programs - as UCI (1)

- **Instructors...**

  Excellent teachers overall, however, several (2-3) seemed "burned out" or disinterested in their subjects (1)

  Teacher aids - Garden Grove campus - always seem to need equipment or it is not working! (1)

  Find a system that 'weeds' out the inferior instructors and rewards the superior instructors! It is unfair to the student & system to hand on to non-performers (1)

  Change some of the instructors attitudes - less politically oriented (2)

  Better qualified academic counselors. More teachers enthused about teaching (1)

  Simply maintain present high standards, and don't let economic constraints affect core academic course offerings (1)

  Quality of instruction (1)

  The grades given by the present department head of Telecommunications having more relationship to the student's work (1)

  Let teachers know how important is to offer up-to-date information (in any area) to the students (1)

  In vocational field, instructors must change the way of education. They have to help students be comparable in practice (1)

  Instructors need to give more difficult and time- consuming homework to prepare for a four-year college (1)

  In regards to the Legal Assistant Program, I had very inconsistent answers concerning requirements from the teachers & counselors. It was very frustrating (1)

  Mr. _____ has a major attitude problem and is very hard to put up with (1)

  Mr. _____, failed a number of times to show up for his class & no one was notified ahead of time - some people drove from L.A. for his classes. That's a major aggravation! (1)

  My worst classes with Mr. _____, his classes are a waste of time. Electronics Department needs reshuffling (1)

  New full time professors (2)

  Pay more attention to the teachers that are doing a good job, and try to keep them. Most teachers look unhappy because they are not (1)

  Provide/search for more knowledgeable Business Instructors (2)

  More support for your scuba program (1)

  Not all teachers speak fluent enough english, to tough to understand (ie: my algebra teacher for 2 semesters) (1)

  For English classes: at the end of each semester, it's necessary to have a contest for each level to choose exceptional individuals with symbolic rewards (1)

  A stronger English department and Academic Counseling department. More reading requirements in class - once one transfers, the reading assignments triple (1)

  A better way is needed for students to take their concerns about teachers who are negligent or just don't care. Because one teachers bad reputation can bring a whole department down. Currently a friend of mine decided to take a chemistry class at Cypress College because the teachers that teach the subject at RSC are not highly though of. It shouldn't be a place to grip but one where good students can express legitimate concerns. It's a shame that some go to other campuses (1)

The teachers must be more demanding of the students - teach them to think, not regurgitate, information but process it (1)

Read teacher evaluations and take action accordingly. Many students complain of specific teachers but nothing ever seems to be done (1)

Some of the older teachers are just going through the motions. This is unfortunate because the student suffers (1)

Need professors who care about students (1)

Possibly require maintenance, routine testing of the instructors in their competency in relating material to the students. It's nothing personal, but I feel that a student shouldn't emerge from a class with a poor grade and worse yet, a continued lack of knowledge in that subject due to the teacher's inability to teach (1)

I feel that sometimes the instructor in RSC is too kind to students and that I can't find one in another school. The Tutoring Center is very helpful but some of them are not qualify to teach (1)

A better evaluation system for Tenured Instructors, ie., when a number of students file complaints about teachers with tenure, the Board seems to turn its head!!! (1)

Consistency in teacher competency in departments. Your experimental speech 101 is for the birds (1)

Math department professors should be change, because they are too lazy (1)

I don't feel all academic student needs to be subjected to profanity by an instructor - nor by a fellow student during instruction. Certainly there must be some guidelines - values (1)

- **Funding...**

More money to help students (1)

More funding for Art Department (1)

I do understand how tight is our budget, but I hope we can open a few more night classes that have a lot of students interesting in (1)

Student clubs need more funding (1)

- **Older Students...**

Activities for older students. Age 30 - etc. (1)

Continue to reach older people; they set an example for younger students (1)

Encouragement for older students (1)

I am happy with Rancho Santiago except for one thing - not enough help for older (more senior) women in employment counseling (1)

More attention should be given to the older returning students (1)

- **Social Activities...**

A period of time each day when classes are not scheduled - club activities could be available at this time (1)

Students need to be aware of all the resources available to them. And there should be more clubs on campus for student involvement (1)

Increased social activities (3)

Some sort of pub or a better student union. Get those pool tables back (1)

More social functions advertised to get the students involved (1)

More academic classes less social activities. Counselors need to see all new students, perhaps in assembly and then after 1 1/2 yrs to help with their progress (1)

- **Counseling...**
  Have more walk-in counselors (1)
  More counselors available (7)
  Academic Counseling - Academic Counselors should not make the student feel he/she is taking too much time from him/her (1)
  I felt the Counseling service & the counselors did not help me all they could. The counselors always seemed in a hurry and made me feel my questions were unimportant and were never answered to my satisfaction (3)
  Better directions towards goals. Counselors are too hurried to give good directions. Had it not been for the graduation expert counselor that approves graduation requirements, I would still be at your place (1)
  I found that a lot of people need guidance and the Counseling Center can help (1)
  More people need to be made aware of career counseling & academic counseling available. Some academic counselors weren't informed (1)
  More counselors like Isaac Guzman!! (1)
  Quality of academic counseling. While I know there are some excellent counselors on staff, there are also some that appear to be very burned-out who are not very helpful (1)
  Better counselors. I met with a man that had been drinking (1)
  I think that counselors should spend more time helping students with organizing their schedules, credits & AA degree program requirements (1)
  Adequate counseling service (academic) for re-entry students (1)
  Academic counselors need to be more familiar with "real world" expectations of skills/training required for jobs (1)
  I found out that the counselors, for the most part, are very confusing when trying to plan your schedule (5)
  Academic counseling - not consistent - I received different answers from different counselors (4)
  Counselors need to make you feel like you can make low and not the opposite (1)
  Counseling - they try to fill the basic classes (R.R.R.) without helping you out in classes related to what you want to major in (1)
  The Counseling Center - very hard to get any information to a question (2)
  Career counseling. A little more touch (human) with students (2)

- **International Student Program...**
  There are a lot of international students. International office should be more helpful (1)
  Foreign student office's efficiently and equality (1)
  More time concerning teaching and less time on helping people with foreign languages to get through (1)
  I can not think of a thing most in need of improvement, but one thing that may be helpful is a course in intercultural studies (1)
  More attention should be given to white people or, specifically, white men (1)

- **Staff...**
  Quality of staff (3)
  The end of Affirmative Action employment regulations (1)
  Communications like between student & administration-needs to be established (3)

- **Physical Education...**
  Recognizing dance as a department in need of using the training room as well as the "Athletics" department (1)
  More evening or weekend physical education classes (1)
  Weight room for athletes. I think the total athletic program represents the school extremely well and I think they deserve a first rate weight room to work out in (1)
  Sporting teams (2)

- **History Department...**
  The history department. I was very dissatisfied with U.S. History 120 class that was supposedly taught by the head of the dept. I had the 3rd highest grade in the class at a "D" and I felt it was undeserved. It is obvious, this teacher did not explain his teachings properly to his students. This "D" has tarnished my records (1)
  History department (2)

- **Evening Classes and Students...**
  Better selection of early evening courses (starting 5 or 5:30pm) (5)
  To eliminate student apathy and attempt to reach evening students (1)
  Please offer some evening classes of physics or chemistry so as a working student like me can take the courses (2)
  About the only thing I really felt negative about was night classes that had high school kids in them for make up. The attitude and behavior was not great for learning - made it real hard after 10 hour work days (1)
  Offering those lower division Engineering courses such as Math 280, English 235, English 250 in both day and night time (1)

- **Evaluation...**
  Review status of Department heads (1)
  More teacher evaluation (1)
  Teacher evaluations by students and deans. We must have input into the system as each semester ends to talk about our experiences (1)

- **Scholarship...**
  I was transferring as a 4.0 to a UC Campus and of 27 scholarships available, I could apply for only 7 because of restrictions on the other 20. I didn't apply for them because they were need based. But they only asked about assets not liabilities. I need financial help (1)
  Minority programs, scholarships etc. are in dire need at RSC as well as informing students about their existence (1)
  Scholarships (4)

- **Other...**
  Refund policy - the class should not be dropped in order to refund (1)
  Health Center services should be improved to achieve students' satisfactions (2)
  To decide for my second major (1)
  Consistency in the requirements (1)
  Forms like this one addressed to students taking classes for <u>personal improvements</u>. Also teachers taking advantage of students (1)

Classes need to be less like high school & more like college, students need to be forced to mature & become responsible (1)

More interest in education from other students, most do not care and end up dropping out (1)

More instructors that are interested in the subject they teach and do not belittle you, because they are in a bad mood (1)

Keep a high academic level, don't down grade (1)

Put some chairs on the second floor of the building H for student sitting while waiting for class (1)

Early mailing of grade report (1)

I would like to recommend that General Education requirements stay the same and certificate/degrees (1)

Development in the expectation of getting these people educated beyond 22 yrs. education. After my education degree is completed, I intend to enroll in more classes at RSC, so it's not as if you'll never see us again after we graduate (1)

Continued advance training in engineering technology (1)

Government recognition as priority value in young people (1)

Make sure that new students are aware of the Career Planning Center in their first semester at school (1)

Tutoring program and mostly in the teaching program (1)

Spanish credit by exam has become ridiculously hard and students complain about this a lot (1)

Student relations - I had an experience where I tripped on a piece of buckled concrete on campus, ruined a new pair of shoes, scraped & bruised my knees, missed school & work and then was made to pay for the tetanus shot the college health center gave me, because of the debris embedded in my knees from the sidewalk. I was happy to see, at least, the concrete was repaired (1)

To let everybody know what options & activities are in RSC so they can take advantage of them (1)

Increased awareness of the information to further ones education at a higher institution or university (1)

Some of the courses ran out of material (1)

Hand on repairing paper supplies, which can fit all student into Electronic industry (1)

I would like to see child care for older kids so I could take other classes (1)

Strong efforts should be made to connect RSC to a better form of transportation (1)

More dance studios with a good floor, designed especially for dance (1)

Good staff writers for El Don Newspaper. It would be nice to have objective writers, currently there seems to be opinionated/liberal anti-government articles (Views). Not all community college students have liberal views. So, for a change, give the newspaper and the students a break! (1)

APPENDIX F

Survey Instrument

Rancho Santiago College
Graduate Student Survey

The Office of Institutional Research at Rancho Santiago College is conducting a survey of our graduates and we need your comments. Please take a few minutes today to answer the following questions about your experiences. Please circle the answer to each question on this form and return it to us in the enclosed envelope. We thank you very much in advance for your very important input.

1. How long did you attend RSC?

   1) 1 semester
   2) 2 semesters
   3) 3 to 4 semesters
   4) 5 to 6 semesters
   5) 7 to 8 semesters
   6) more than 8 semesters

2. What was your major at RSC?

   _____

3. Are you currently attending school?
   1) yes
   2) no

If yes, complete # 4 to #8. If no, go to #9.

4. What school are you currently attending?

   1) CSU Fullerton
   2) CSU Long Beach
   3) UC Irvine
   4) Cal Poly Pomona
   5) Chapman College
   6) another UC campus (specify _____)
   7) another CSU campus (specify _____)
   8) another community college (specify _____)
   9) another college (specify _____)

5. Did you transfer any credits from RSC toward your additional college work?

   1) yes
   2) no, I did not try to transfer any credits
   3) no, I tried but none were accepted

6. Were you adequately prepared by your instruction at RSC to effectively deal with upper-division work at your present school?

   1) yes, well prepared
   2) no, not at all
   3) somewhat prepared
   4) not applicable/not in upper division work

Please comment on your response to this question and on your impression of the quality of the academic preparation offered at RSC.

_____

_____

_____

_____

7. What is your major now? _____

8. On a scale of 1 to 4, please circle the appropriate number to indicate how well RSC prepared you in each of the following skills:

		low			high
a)	writing essays and reports	1	2	3	4
b)	using the library for research	1	2	3	4
c)	using computers for course work	1	2	3	4
d)	how to study effectively	1	2	3	4
e)	developing an understanding and enjoyment of literature	1	2	3	4
f)	developing an interest in political and economic events	1	2	3	4
g)	becoming clearer about my own values and beliefs	1	2	3	4
h)	becoming acquainted with different fields of knowledge	1	2	3	4
i)	gaining information about career opportunities	1	2	3	4
j)	becoming aware of different philosophies, cultures, and ways of life	1	2	3	4
k)	learning more about other parts of the world and other people	1	2	3	4

9. What is your primary employment or occupation status at this time?

   a) employed more than 20 hours/week
   b) employed less than 20 hours/week
   c) homemaker, not employed outside of the home
   d) not employed but would like to work
   e) not employed and do not care to work while attending college

- over -

If you are employed, please complete #10 and 11.

10. What is your present job title?_____

11. Is your job related to your studies at RSC?

    1) yes
    2) yes, marginally related
    3) no, not at all

If you answered yes to #11, go to #12.
If you answered no to #11, go to #13.

12. Overall, how well did RSC prepare you for your job?

    1) excellent preparation
    2) good preparation
    3) adequate preparation
    4) poor preparation
    5) not applicable, or cannot say

13. On a scale of 1 to 4, please circle the appropriate number indicating your satisfaction with the following services at RSC.

    1=did not use
    2=dissatisfied
    3=satisfied
    4=very satisfied

a)	admissions and registration	1	2	3	4
b)	new student orientation	1	2	3	4
c)	placement testing	1	2	3	4
d)	academic counseling	1	2	3	4
e)	personal counseling	1	2	3	4
f)	financial aid office	1	2	3	4
g)	bookstore	1	2	3	4
h)	parking	1	2	3	4
i)	food services/cafeteria	1	2	3	4
j)	health center	1	2	3	4
k)	library	1	2	3	4
l)	tutoring center	1	2	3	4
m)	career planning center	1	2	3	4
n)	job placement	1	2	3	4
o)	EOPS	1	2	3	4
p)	veteran services	1	2	3	4
q)	computer services	1	2	3	4
r)	campus security	1	2	3	4
s)	child care	1	2	3	4
t)	recreational & athletic programs	1	2	3	4
u)	college cultural programs	1	2	3	4

General comments_____

_____

_____

14. What was your overall impression of RSC student life and social and campus environment?

    1) very pleased
    2) just okay
    3) not pleased

Please comment on your response to this question:

_____

_____

_____

_____

_____

15. If you plan to continue your education, what is the highest degree you **ultimately** plan to earn?

    1) Bachelor's degree
    2) Master's degree
    3) Doctoral degree

16. One thing most in need of improvement at RSC.

_____

_____

_____

_____

_____

17. One thing most pleased/satisfied with at RSC.

_____

_____

_____

_____

_____

May we contact you at a later date for further information regarding your experiences at RSC? If so, please provide your name and phone number below. This survey information is vital to our continuing efforts to better serve our students. Of course, the sources of all comments will be kept confidential.

- Thank you -

Name_____

Phone Number_____

ERIC Clearinghouse for Junior Colleges

MAR 06 1992